

## Customer Service Officer

Sirius People • Glebe NSW 2037



Base pay  
\$29 - \$29 / hr



Work type  
Full Time



Contract type  
Temporary

### Job details



Date posted  
**18 Jun 2021**



Expired On  
**18 Jul 2021**



Category  
**Customer Service & Call Centre**



Occupation  
**Contact & Call Centre**



Base pay  
**\$29 - \$29 /hr**



Contract type  
**Temporary**



Work type  
**Full Time**



Job mode  
**Standard/Business hours**



Work Authorisation  
**AUSTRALIAN CITIZEN / PERMANENT RESIDENT**

### Skills

CALL CENTER ENVIRONMENT

CUSTOMER SERVICE TEAM

OUTBOUND CALLS

### Full job description

Are you an experienced customer service officer looking for a new opportunity? Sirius people are working closely with a health care client who are building a customer service team to support inbound queries.

#### ABOUT THE ROLE:

This client is focused on supporting people's health and wellbeing in the community and continual research.

The key duties include:

- Managing high volume of calls, responding in a professional and timely manner
- Escalating calls when required to ensure customer satisfaction is met
- Manage all data in the CRM, ensuring client information is correct and updated.
- Processing membership payments accurately and efficiently
- Make outbound calls to promote memberships and awareness of clients services
- Provide support and assistance to the team lead

#### ABOUT YOU:

- Prior experience in an inbound/outbound call center environment
- Strong interpersonal and communication skills

- Ability to understand customer needs and complaints
- Strong problem solving skills

#### **BENEFITS**

- Great location based in Glebe
- Full-time hours (8:30am -4:30pm)
- 1-2 month contract
- Collaborative and fun team environment

#### **HOW TO APPLY:**

Please contact Zoe Brown or Amber Fenley for more information on 02 9270 5221 and apply online