

Customer Support - Part Time (4 days)

National Tiles • Port Melbourne VIC 3207



Base pay
\$0 - \$0



Work type
Full Time



Contract type
Not provided

Job details



Date posted
01 Jun 2021



Expired On
25 Jun 2021



Category
Admin & Office Support



Occupation
Administration Assistants



Base pay
\$0 - \$0



Work type
Full Time



Job mode
Permanent



Industry
HARDWARE & HOME IMPROVEMENT



Sector
NOT FOR PROFIT / CHARITY



Company size
51 to 200

Full job description

The role:

Our **Port Melbourne** team require a motivated individual to join the Order Support team to ensure the smooth running of our client accounts.

Key responsibilities

- Liaising directly with clients via phone and email
- Raising orders and extras
- Manifesting for delivery
- Maintaining accurate delivery dates
- Maintaining the allocation of stock
- Keeping track of orders and liaising with the warehouse team
- Dealing with issues on various building sites and resolving in a timely manner
- Liaising with Sales Representatives on the road

To be successful in the role you will:

- Be customer service focused
- Have excellent organisational skills and the ability to multi-task
- Be proactive, enthusiastic and able to work in a team environment
- Have the ability to problem solve and use your own initiative
- Be confident, professional and have excellent interpersonal skills
- Have computer literacy including experience using Microsoft Office products
- Have exceptional communication skills
- Previous tiling or building industry experience preferred but not essential, we will recruit people with the right values and train them with the skills they need

What's in it for you?

- Excellent company culture in a family owned business

- A safe environment that supports your health and wellbeing
- Career progression opportunities, we promote from within
- Leadership programs on offer (15% of our staff are currently completing leadership courses)
- Employee Assistance Program (EAP)
- Great work life balance

This is your opportunity to make a valuable contribution to one of Australia's most recognised brands in the building industry. You will be working with a great team of people who are dedicated to continually improving efficiencies for the benefit of the company, its customers and, very importantly, its employees.

Check out the video below to see why we love working at National Tiles.