

Job Title:	Customer Service Specialist	Job Category:	Consumer Goods (Baby)
Department/Group:	Customer Service	Reports To:	Customer Service Manager
Location:	Eastern Suburbs, Sydney	Direct Reports:	None
Level/Salary Range:		Position Type:	Full-time
HR Contact:	Kayleigh Longuehaye (Office Manager)	Date posted:	20 August 2018

Job Description

YOUR NEW COMPANY

Launching just over five years ago, we have grown to become Australia's number one online seller within our category. Our customers are at the heart of our business. We have a genuine care of their concerns, and strive to exceed their expectations through every interaction we have with them.

With our strong growth, we have seen a sharp increase in customer service enquiries and need a passionate, caring and process-driven Customer Service Specialist to join our passionate and close-knit team of Customer Service staff members.

WHAT YOU WILL NEED TO SUCCEED

This role will suit an individual who has experience (min 3 years) in customer service, has a true passion for and loves delivering wonderful customer service. You will be responsible for providing excellent customer service to clients by promoting our products and supporting our existing customers through the warranty process through inbound and outbound calls within the contact center.

This will be a permanent position and full time, Monday – Friday. You will be working out of our head office in Alexandria, Sydney.

YOUR NEW ROLE

- Deliver exceptional and consistent customer service.
- Build and maintain relationships with existing and potential customers, providing the highest level of service at all times
- Manage inbound and outbound calls and support customers online through emails and live chat.
- Creativity and problem solving in dealings with the customer

DAILY TASKS AND RESPONSIBILITIES

- Daily handling of inbound calls, emails and social media channels to assist customers with their enquiries, complaints, orders etc.
- Process orders online.
- Assess and process warranty claims in a timely manner and ensure all commitments regarding dispatch timing, spare parts and communication made to customers are honored.
- Manage customer expectations regarding estimated response times for issue resolution.
- Thoroughly understand our products and how they work to provide helpful troubleshooting and accurate information to those interested in purchasing (training will be provided).
- Monitor and report customer reviews and drive excellent customer reviews across review platforms.
- Represent the company in a sales capacity at Sydney demonstration days and baby shows.
- Maintain positive external image of the company with regards to customer handling and service.
- Follow required processes, policies and procedures.
- Identify opportunities to improve the experience for our customers and recommending solutions to the

relevant team member.

KEY SKILLS

- Up to 3 years' experience in a customer service (inbound & outbound) or call center environment
- Demonstrated ability to handle customer enquiries in a professional manner
- Established computer skills
- Excellent organization, communication and problem-solving skills
- Excellent written and verbal communication skills
- High attention to detail and superior organisational skills
- Creativity and problem solving in dealings with the customer (coming up with innovative ways of turning negatives into positives)
- Collaborative work style preference, enjoys being part of a team

PLEASE ONLY APPLY FOR THIS ROLE IF YOU:

- Have previous experience within a customer service/ call center position (min. 3 years)
- Have an 'all hands-on deck' attitude, being prepared to handle enquiries and work in a smaller team environment.
- Excellent and clear communication skills and a professional phone manner
- Experience in a product-based, online business and call center experience would be favorable

We are an equal opportunity employer.

This role is a full time role working Monday to Friday onsite at our Head Office.

All applicants require full working rights in Australia.