

**Call Centre Representative****Location:** Sydney**Duration:** Permanent**Position Purpose:** The position is working in front line customer service managing all phone, fax and email customer enquiries including solving basic problems, managing complaints, actioning work requests and providing information. The work in the Call Centre involves taking a high volume of inbound calls on a day-to-day basis on all areas to do with Westcon Group's business.**Position Summary:**

First point of contact for all customer enquiries.

To proactively follow up on outstanding order requirements.

To maintain exceptional customer service, and consistently strive to exceed customer expectations.

To monitor &amp; manage customer enquiries inline with the set SLA's

Attend internal and external Westcon product training

To report all market information accurately to Westcon Group management.

Ensure punctuality to all internal and external meetings.

Meet all reporting deadlines.

Other duties as requested

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