

Operations Customer Service Representative

Location: Sydney

Duration: 6 month fixed term contract

Position Purpose: As a member of our Operations Team, you will be responsible for ensuring customer satisfaction by providing excellent customer service to customers – both internal and external - through telephone and email interactions.

Position Summary:

Be the first point of contact for all customer questions and problems that occur post sale i.e. "shipped";

To monitor, manage and report on customer activity, post sale;

Check to ensure that appropriate changes are implemented to address customer problems;

Refer unresolved customer grievances to designated departments for further investigation;

Obtain and examine all relevant material/information to assess the validity of any complaints, determine possible causes and suggest resolutions;

Recommend improvements to processes and procedures based upon customer feedback;

The day to day achievement of both individual and team MBO's;

Manage key stakeholder relationships to increase value for customers;

Seek continuous process improvements within Operations.

.