

Position Overview

Job title: Customer Service Officer

Employment type: Permanent, Full and Part Time available

Location: Sydney office based or working from home

Remuneration: TBC

About the job: We are recruiting for multiple companies who are looking for customer service superstars for their call centres (phone based)

Main job duties and responsibilities:

- Providing customer service support to service users on the phone
- Outbound calls to customers to provide ongoing support
- Maintaining up to date records and file notes on the customer records database
- Resolving customer issue tickets and providing progress updates to customers on ongoing issues

Essential skills and experience needed:

- Excellent communication skills, both verbal and written
- Proven ability to build rapport with customers
- Ability to navigate multiple computer programs within a high-pressure environment
- Excellent attention to detail
- The ability and resilience to diagnose problems and work towards their resolution in a calm and methodical manner

Desirable skills and experience:

- Experience working in a call centre environment
- Working knowledge of the Microsoft Office suite (Word, Excel)

How to apply: email your resume and cover letter outlining your suitability for the role to Phat Ngo at pngo@scia.org.au

Deadline for applications: April 2022