



Inbound Customer Service Officer

Hays • Eastern Suburbs Melbourne VIC



Base pay

\$30 - \$30 / hr



Work type

Temporary



Contract type

Not provided

Full job description

Your new company

This state government organisation is seeking multiple experienced customer service officers to join their contact centre in Pakenham. This office acts as a customer service hub for the organisation, and due to the growing needs of the business, they are hiring multiple people to handle high-volume customer enquiries.

Your new role

Working in a fast-paced environment, your role mainly consists of customer service and answering inbound customer enquiries. Your duties and responsibilities will include answering inbound calls from customers in regards to Registration Payments & Appointments.

this is a high volume role directly servicing the needs of millions of Victorians and road users in accordance with state legislation, policies and procedures. You will be expected to work Monday-Friday, ranging from 20-38hrs per week. This is a temporary 6-month position, however their is views of extension.

What you'll need to succeed

- Previous inbound call centre experience is highly desirable
- A genuine passion for customer service, with an interest in first-call/contact resolution
- An ability to learn legislation quickly, as you will be servicing a wide range of customers in relation to their licensing and registration enquiries
- The ability to work 20-38 hours per week during normal business hours, Monday-Friday onsite in Pakenham
- The ability to attend full-time training for your first week (may 23rd start date)
- You must have full working rights in order to be considered for this

Job details



Date posted

03 May 2022



Expiring date

03 May 2023



Category

Banking, Superannuation & Finance



Occupation

Contact & Call Centre



Base pay

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Work type

Temporary



Job mode

Standard/Business Hours

assignment

What you'll get in return

- Paid, full-time training for the first week on the job
- Energetic and fun working environment, with a great culture and ongoing support
- The chance to get your foot in the door with a state government organisation, with opportunities for future government employment
- Competitive hourly rate
- No weekend work

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV to Jennifer Culham

LHS 297508 #2645209