

Sales & Service Consultant

Hays | Contact Centres • Melbourne CBD VIC



Base pay

\$51,800 - \$51,800



Work type

Full time



Contract type

Permanent

Job details



Date posted

19 Feb 2022



Expired On

01 Jul 2022



Category

Customer Service & Call Centre



Occupation

Retail Assistants



Base pay

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Contract type

Permanent



Work type

Full time

Full job description

IF YOU COME FROM RETAIL OR HOSPITALITY THEN THIS IS A GREAT OPPORTUNITY TO TRANSFER AND FURTHER DEVELOP YOUR CUSTOMER SKILLS

Your new company

A large insurance organisation with well-known and reputable brands are seeking Sales & Service Consultants who share the same values in customer service to join their team on a 12 Month Contract.

Your new role

We have exciting 12 Month Fixed Term Contract opportunities for Sales and Service Consultants to join our team based in Melbourne CBD. In this position you will be working as part of a strong customer focused team as the first point of contact for customers, predominately via phone. You will be responding to customer enquiries regarding their policies, making amendments to policies, processing payments and actioning any other requests. This role is all about customer service.

This position will require flexibility to work between 8.30am and 5.30pm, Monday to Friday, offering 37.5 hours per week. Initially this role will require you to work from home therefore you must have an appropriate home office set up.

Key Responsibilities:

- First point of contact for inbound customer telephone calls
- Resolve customer enquiries quickly, efficiently and to a high standard
- Maintain policies and change details as needed
- Process payments from customers
- Meeting set key performance indicators

What you'll need to succeed

- Excellent customer service skills, display empathy and be able to

communicate with a diverse customer base

- Strong time management skills with the ability to be agile and work under pressure to meet targets
- Possesses willingness to learn and be a team player
- Previous experience in a customer focused role or knowledge of insurance is beneficial but not essential

What you'll get in return

In return you will be provided with ongoing training and support from a close knit team and the flexibility to work from home

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 howard.richards@hays.com.au, or call us now.

If this job isn't quite right for you but you are looking for a new position, please contact us for a confidential discussion on your career.

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