



In-Branch Service Representative - Windsor

Hays • Western Sydney NSW



Base pay
\$25 - \$35 / hr



Work type
Temporary



Contract type
Permanent

Skills

STRONG COMMUNICATION SKILLS

MULTI-TASKER

CUSTOMER SERVICE REPRESENTATIVE

Full job description

Your new company

This reputable government department are seeking a strong Customer Service Representative to assist customers face to face in their Windsor-based branch.

Your new role

Your role will involve providing information to customers in the Service Centres for upcoming government initiatives – focussed on encouraging use of digital services. You will be based on the floor (as opposed to behind a desk) and will be on your feet all day serving walk in customers.

Duties will include:

- Create a positive relationship in all interactions maintaining a professional and friendly manner and ensuring client satisfaction as a priority.
- Identify the purpose of the customer visit and assist with digital queries appropriately.
- Deliver great customer experiences through the use of on-line technology.
- Promote the adoption of digital services and educate users.
- Make a positive contribution to the team environment.
- Monitor digital performance in centre and take actions to increase adoption and drive usage

What you'll need to succeed

Job details



Date posted
05 Apr 2022



Expiring date
05 Apr 2023



Category
Customer Service & Call Centre



Occupation
Customer Service



Base pay
\$25 - \$35 /hr



Contract type
Permanent



Work type
Temporary



Job mode
Standard business hours



Work Authorisation
Australian citizen / Permanent resident

In order to be successful in this position, it is recommended to have:

- Strong customer service experience and an ability to hit the ground running in a fast-paced environment
- Strong communication skills
- You will be tech savvy – this role is focussed around digital representation within the branch so it is imperative that you can easily navigate the systems to effectively provide support and guidance to customers
- Ability to start at short notice and fully commit to an initial 6 week contract with potential for extension at the Windsor, NSW site on a from 9am – 5pm, Monday – Friday (7 hours per day / 35 hours per week)
- Confident multi-tasker and have a committed approach to customer satisfaction
- High attention to detail

Please note as per the government mandate candidates must be fully vaccinated to be considered for this position and you will be required to wear masks

What you'll get in return

On offer to you is a face to face customer service position based within the Windsor, NSW branch representing a reputable government department. The contract is looking to start immediately and is initially a 6 week contract with potential for extension. In return you will receive a pay rate of \$30.75 per hour + super from 8am – 5pm, Monday – Sunday (7 hours per day / 35 hours per week). You will be working in a supportive and professional team.

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 leonniesmith@hays.com.au

LHS 297508 #2635182