

Contact & Call Centre - KinCare

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Company: KinCare

Location: Northbridge

Category: office-and-administrative-support

About the role:

We are looking for a talented customer service representative to join our busy inbound call centre. Working on the front line over the phone, you will be the voice of KinCare and responsible for ensuring each customer's experience is of the highest quality. You'll be required to direct calls, enter information to our system, liaise with team members at all levels and assist customers with their queries ranging from service times, general questions, and any other ad-hoc requests that come in.

We offer a hybrid work model, with 2 days per week in the Northbridge office and the rest from home.

What else you can expect:

1 weekend shift a month

Shift time of 8am - 4:30pm

Overtime hours available

Ongoing training & coaching for your development

Career development opportunities

Secure parking on-site

A fun, engaging and supportive team.

5 days additional annual leave once you reach your 12 month anniversary with KinCare
(T&Cs apply)

About you:

To be successful in the role, you will need to be empathetic and customer focused. Experience working in a call centre environment is ideal, however, having strong communication skills and being self sufficient will allow you to go far in the role. Additionally, you will have outstanding attention to detail, initiative and be able to work well under pressure. Strong technical capabilities and computer skills are a must, given the nature of the role.

Why KinCare?

We have a 30-year track record of supporting older Australians to live independently. We're committed to improving the quality of life and health & well-being for our customers through tailored in-home care services.

It's really the people here who make it a great place to work. When you come to work for us, you can be sure that you will be inspired and challenged every day. Each day you will be surrounded by passionate, committed colleagues and get to build some meaningful connections. You will also receive the support and training you need for a rewarding long-term career. As a family-orientated company, we believe time at work and at home matters. We are all about work-life balance and flexibility.

To learn more about what we can offer, please visit our Employee Benefits page.

Prior to commencement, every successful candidate must complete a mandatory National Police check, Work rights check and provide proof of Covid-19 vaccination.

If this sounds like the role and workplace for you, apply now!

Further information can be obtained by visiting: www.kincare.com.au

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