

## Contact & Call Centre - Randstad

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Company: Randstad

Location: Adelaide

Category: office-and-administrative-support

On offer is a long-term contract with Full Time hours that will build your exposure and career in a prominent Federal Government Agency. This customer service role will see you liaising with customers and clients through inbound and outbound calls to provide support and assistance.

Pay Rates \$44 - \$48 per hour + superannuation

Full time hours Monday - Friday

Hybrid opportunity 1-2 days from home once fully trained

Long-term contract

Please note: For Federal Government opportunities, all potential candidates MUST be Australian Citizens and hold a valid National Police Clearance within 6 months. Successful candidates will be required to obtain a baseline clearance.

Responsibilities:

You will provide a high level of customer service. You will be required to interact with customers and provide support for general enquiries and assist where needed.

Liaise with callers surrounding their concerns, questions and feedback

Provide guidance, support and advice tailored to individual needs

Analysing and interpreting information to make decisions

Assist with first contact resolution

Effectively research information and share between multiple stakeholders

Provide telephone communication as well as written correspondence

Investigate, manage and resolve complex cases

Maintain records within the Customer Relationship Management System (CRM)

Navigate through multiple screens and programs whilst being on the phone

About you:

Strong contact centre and/or customer service experience

Data entry skills - ability to quickly and accurately enter data into the system

Excellent written and verbal communication skills

Excellent punctuality and attendance

Able to remain calm and professional

The role would require employees to have availability between the hours of 8am and 7pm on a weekly basis and work on a rotating roster.

Interested?

What you need to do now:

If you're eager to find out more, click 'apply now'

Or to discuss the role further or send your CV please email Jasmine Kaiser at [jasmine.kaiser@randstad.com.au](mailto:jasmine.kaiser@randstad.com.au)

Due to high volumes of applicants only those shortlisted will be contacted.

Please note this position is not an immediate start and due to clearances and process we recommend only those with capacity to be able to wait 6-8 weeks before a start date to apply.

If this opportunity is not quite for you but you are an Australian Citizen, have customer service experience and you are keen to join the Federal Government please get in touch to find out about other roles we are working on!

What's in it for you with Randstad?

Join Randstad's community of contractors for customer service roles across various Government departments. Working as a contractor with Randstad comes with many benefits.

We offer three pay runs per week ensuring you are always paid within the week.

Access to My Randstad portal for easy payslip access

Exclusive access to roles before we go to market

Discounts at retailers like David Jones, Myer & JB HiFi, Rebel Sport, Woolworths, Hoyts Cinemas and many more

Access to our employee assistance program services, including counseling services.

Our team is genuine in the support they offer, whether it be helping you to secure the right work opportunity, supporting your development or supporting you while you are contracting for us.

At Randstad, we are passionate about providing equal employment opportunities and embracing diversity to the benefit of all. We actively encourage applications from any background.

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