

## Contact & Call Centre - Randstad

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Company: Randstad

Location: Australia

Category: office-and-administrative-support

Our partnered client is seeking numerous call-centre operators to join their government business enterprise that provides postal services in Australia.

What are we looking for?

A passion for delivering excellent customer service

Previous experience in a customer centric environment (can be hospitality, retail, contact centres, sales, tourism etc)

A positive mind-set

Demonstrated resilience

Your role as a Customer Service Officer

Provide timely service to internal and external customers

Take inbound phone calls from customers and also liaise via emails

Record all information accurately across multiple systems to keep accurate records

Resolve queries and escalate where appropriate and required

Multiple Positions Available!

Start date: Multiple start dates available

Training: 6 weeks training provided - please note, Training is conducted 100% on-site in Brisbane CBD

6 month contract with potential to move to permanent

37.5 hours per week

\$34.45 per hour + super

Rostered hours will fall between 8am-8pm (Rotational basis, all shifts scheduled after 6pm will be a 'working from home' day)

Monday - Friday (No weekend work)

great CBD location, close to public transport

hybrid option available (4 days WFH) - please note, this arrangement is to the discretion of the team leader

Could you be one of our newest customer service officers? **APPLY NOW** or email your updated CV to: [Tayla.Baillie@Randstad.com.au](mailto:Tayla.Baillie@Randstad.com.au) - I look forward to talking with you! 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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