

Australia Jobs Expertini®

Contact Centre Consultant

[Apply Now](#)

Company: Bank Australia

Location: Collingwood

Category: business-and-financial-operations

Do you want to be part of using the business of banking as a force for good? Do you want to create positive impact for people and the planet? Bank Australia is the bank for people who want to be part of a movement creating a fairer and more just world.

We're growing fast as more people choose to align their banking with their values. We're a customer owned, B Corp certified bank. We empower our staff and 185,000+ customers to be part of the clean money movement.

We are currently seeking for highly motivated and friendly individuals to join our Contact Centre Team based in our new state of the art head office located in Collingwood. As a Contact Centre Consultant, you will be the first point of contact for our customers, taking inbound enquiries and performing transactions, providing exceptional customer service.

An overview of the role:

Inbound customer service role

Work a rotating roster between 8am – 8pm Monday to Friday, and 9am – 2pm Saturdays. Availability during these hours is required

Permanent full-time

Healthy work/life balance – we have hybrid working arrangements available

This role will enable you to learn and develop within a values based organisation, while gaining valuable knowledge and experience in the banking and financial services industry. You will be provided with regular coaching to ensure you are set up for success. We

encourage students currently studying or graduates/school leavers to apply

Why join us

We have big plans to become Australia's most trusted bank and a leading purpose-driven business.

As a certified B Corp, we're part of a global business community who meet the highest social and environmental standards, putting purpose over profit.

Every role and person in our bank is essential to bringing our values, purpose and aspiration to life.

We offer flexible working options, competitive salary and 13% super.

Our staff have access to a range of meaningful benefits to support their physical and mental wellbeing including 24/7 free counselling, free flu vaccinations and discounted gym memberships.

We also support staff with study assistance, paid parental leave (regardless of gender), volunteer, bereavement, gender affirmation and family violence leave; and the opportunity for bonus annual leave.

We support our staff to grow their careers through learning and development and an organisational culture where we reward and recognise innovation and values, not long hours.

We are committed to building an inclusive culture and a diverse workforce that reflects the Australian community.

We are the first bank in the world to care for a conservation reserve – where we work with key partner organisations to protect threatened species and involve staff in conservation.

What you will be doing

Manage customer queries in accordance with the bank's policies and procedures in a timely, professional and efficient manner

Provide exceptional service to customers, often being a first point of contact for queries

Support customer's everyday banking needs via inbound calls, online chat, email and social media

Identify opportunities to assist customers with the bank's range of products and services

Contribute to the development and continuous improvement of our customers' experience

Conduct outbound calls to customers to follow up enquiries and welcome new customers to the bank.

What you will bring

A solid track record of exceptional customer service

Confidence in building strong relationships with customers

Well-developed written, verbal and interpersonal skills

The ability to determine priorities and follow processes

Proven ability to work effectively under pressure, multitask and problem solve

Commitment to Bank Australia's purpose, aspiration, values and brand as well as the B Corp ethos.

If you are inspired to make a positive difference and would like to be considered for these opportunities, please apply now.

By submitting an application you agree to Bank Australia's Privacy Policy for applicants and confirm that you are legally able to work in Australia. Bank Australia is an equal opportunity employer committed to sustainable development. We encourage people from different backgrounds to apply, including Aboriginal and Torres Strait Islander people, people from different cultural backgrounds and people with disabilities because we want to reflect the diversity of our communities. We are committed to making reasonable adjustments to provide a positive, barrier-free recruitment process and supportive workplace.

Bank Australia reserves the right to withdraw this advertisement at any time. Candidates will be progressed as applications are received, rather than after the advertisement closure date. If you

wish to be considered, please submit your application as soon as possible. Please note, the successful candidate will be subject to satisfactory background checks including but not limited to police and previous employment

[Apply Now](#)

Cross References and Citations:

1. [Contact Centre Consultant Searchnzjobs Jobs Collingwood Searchnzjobs ↗](#)
2. [Contact Centre Consultant Restaurantjobsnearme Jobs Collingwood Restaurantjobsnearme ↗](#)
3. [Contact Centre Consultant Researchjobs Jobs Collingwood Researchjobs ↗](#)
4. [Contact Centre Consultant SoftwarejobsJobs Collingwood Softwarejobs↗](#)
5. [Contact Centre Consultant Healthcarejobsnearme Jobs Collingwood Healthcarejobsnearme ↗](#)
6. [Contact Centre Consultant Thejobsearch Jobs Collingwood Thejobsearch ↗](#)
7. [Contact Centre Consultant TeachingeducationJobs Collingwood Teachingeducation↗](#)
8. [Contact Centre Consultant Mumbaijobs Jobs Collingwood Mumbaijobs ↗](#)
9. [Contact Centre Consultant Videoplatformjoblistings Jobs Collingwood Videoplatformjoblistings ↗](#)
10. [Contact Centre ConsultantJobscareerscentralJobs Collingwood Jobscareerscentral↗](#)
11. [Contact Centre ConsultantRiyadhjobs Jobs Collingwood Riyadhjobs ↗](#)
12. [Contact Centre ConsultantSearchamericanjobs Jobs Collingwood Searchamericanjobs ↗](#)
13. [Contact Centre ConsultantCarejobsJobs Collingwood Carejobs↗](#)
14. [Contact Centre ConsultantViennajobs Jobs Collingwood Viennajobs ↗](#)
15. [Contact Centre ConsultantDublinjobsJobs Collingwood Dublinjobs↗](#)
16. [Contact Centre ConsultantDataanalyticsjobs Jobs Collingwood Dataanalyticsjobs ↗](#)
17. [Contact Centre ConsultantLaboratoryjobsJobs Collingwood Laboratoryjobs↗](#)
18. [Contact Centre ConsultantAgriculturejobs Jobs Collingwood Agriculturejobs ↗](#)
19. [Contact centre consultant Jobs Collingwood ↗](#)

20. **AMP Version of Contact centre consultant** ↗
21. **Contact centre consultant Collingwood Jobs** ↗
22. **Contact centre consultant Jobs Collingwood** ↗
23. **Contact centre consultant Job Search** ↗
24. **Contact centre consultant Search** ↗
25. **Contact centre consultant Find Jobs** ↗

Source: <https://au.expertini.com/jobs/job/contact-centre-consultant-collingwood-bank-australia-c0efc204f7/>

Generated on: 2024-05-04 by Expertini.Com