

Contact Centre Consultants

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Company: Belgravia Health & Leisure Group Pty Ltd

Location: Zetland

Category: office-and-administrative-support

NSW, Gunyama Park Aquatic and Recreation Centre - Zetland 2017

A close-knit supportive team

No cold calls - all warm leads and inbound calls

Multiple positions available - Part time & Casual

Gunyama Park Aquatic and Recreation Centre is the newly built multi purpose in the heart of Green Square. If you are passionate about motivating and inspiring the community then We WANT YOU!

The Centre

Belgravia Leisure has been awarded a three-year contract to manage the City of Sydney's iconic leisure and aquatic centres. In managing these centres it employs people in roles such as lifeguards, learn to swim instructors, fitness coaches, centre management, and corporate functions.

All employees have the ability to work across the different locations and contribute to the Contract's imperatives of operating sustainably, driving centre attendance, and fostering inclusion for all members of the community.

Are you renowned as a 'people person'?

Do you love living near, working in, or visiting iconic Sydney locations?

Are you proud of your city, and keen to be an ambassador for others?

Do you love seeing active people having access to all their local communities have to offer?

Do you take safety, wellness and inclusion seriously?

And most importantly, do you have current availability including the ability to work early mornings, late afternoons and on weekends?

The Role

We know we are in the “Era of the Customer” and recognise that customer experience has evolved significantly. Customers are smarter, better informed with more options, and more critical about the experience they receive, expecting it to be right the first time, every time. This is a great opportunity to meet and exceed customer expectations, winning over new customers and increasing customer loyalty.

We are looking for passionate **contact centre consultants** who are prepared to put the customer at the centre of everything they do by delivering exceptional service, promoting our brand and services to potential and existing customers. We are looking for full time, part time and casual representatives who have flexible availability to work weekdays and weekends, and start Immediately.

A few of the duties and responsibilities are listed below:

Inbound and outbound customer communication through phone, email, social platforms, SMS

Provide excellent customer service, by responding to customers’ needs or concerns and ensure the quality of service meets agreed customer service standards

Engaging with customers and promoting our services

Develop positive relationships with customers to provide the best customer experience

Essential qualification requirement:

Level 2 First Aid

Current CPR

Working with Children's Check (Employee status)

National Police check upon on-boarding

If you are a passionate person who realises the tremendous opportunity that this role offers and want to utilise your skills and passion in a health, wellness and aquatic environment, we want to hear from you!

Simply complete the application process by clicking the Apply Now button.

We are committed to providing a child safe environment. Please refer to our child safety framework. Successful applicants will be required to obtain a national police check and a Working with Children check.

Belgravia Leisure is a place where we can all be ourselves and succeed on merit. We encourage applications from Aboriginal and Torres Strait Islander people, LGBTQIA+ people, people from culturally and linguistically diverse backgrounds and people with a disability. We're happy to adjust our recruitment process to support accessibility needs - reach out to us at .

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Cross References and Citations:

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