

# Australia Jobs Expertini®

## Contact Centre Consultants

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Company: Belgravia Leisure

Location: Zetland

Category: office-and-administrative-support

### 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

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