

Contact Centre Officer

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Company: Small Animal Specialist Hospital (Sash)

Location: North Ryde

Category: other-general

A role where no 2 days are the same

Work in a pivotal role, supporting a dedicated team

Must be available to be rostered across 7 day roster

Contact Centre Officer

The Small Animal Specialist Hospital (SASH) is the largest Veterinary hospital in the Southern Hemisphere offering referral services across Australia. At SASH, we are committed to providing exceptional care and service to pets, their families, and the veterinary community. Our Client Services team form an integral part of our vision to help pets and their families live their best life.

We are privileged to have a wonderful team of client services and contact centre professionals at SASH, coming from a diverse range of backgrounds and industries, and continue to experience a high level of growth across our network of hospitals.

About the Role:

Our Contact centre team provide the first point of phone base contact between our clients, internal specialists and the extended referring vet community. As a Contact Centre Officer, your interaction with clients and referring vets will have a direct and significant impact on families during their SASH journey.

High volume inbound and outbound calls a cross a 7 day a week roster

Wide variety of calls, with no two days the same

Booking appointments and assisting clients with queries over the phone and via email

Converting general enquiries into appointment booking and ensuring clients are fully informed on the benefits of coming to SASH

Taking payments over the phone

Supporting clients with the process of pet insurance claims

About You:

This is an exciting position that will call on your skills of expert call handling, time management and empathy. We are looking for someone who is determined and with a 'can do' attitude, that can bring a positive and engaging energy to the team. This role will suit someone who prides themselves on providing excellent service in a phone-based environment.

Excellent and proven customer service skills demonstrated in a similar fast paced environment.

An ability to multitask and prioritise efficiently

Attention to detail with clear and appropriate communication

Basic sales skills with an ability to convert general enquiries into appointment bookings

Balanced empathy and emotional integrity

What's in it for You?

This is an exciting opportunity for someone who is wanting to take their skills and career to the next level. People are at the forefront of our business and without great people, we know would not be doing what we do. You would be joining a business that is highly committed to our people, supporting them to achieve their goals. Just a few of the perks included in this opportunity are:

Supportive and friendly work environment

Attractive salary packaging with overnight and weekend penalty rates

Opportunities for career growth for the right person

A team of committed and supportive Leaders

Staff discounts and social events

If you want to join a positive team with a great culture, apply today!

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Cross References and Citations:

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