

Contact Centre Representatives

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Company: Green Light

Location: Adelaide

Category: office-and-administrative-support

Initial six (6) month contract engagements

Hybrid work environment

Adelaide offices

About the company:

Green Light is one of Australia's most successful and fastest growing IT services businesses. We offer a wide range of IT services in Security, infrastructure and Systems Integration to a diverse customer base throughout Australia, New Zealand, SE Asia and Europe.

About the engagement:

Green Light are delivering a project for an industry leading organisation and have a requirement for several Customer Service Specialist to join our Contact Centre team.

These roles are based in Adelaide CBD and looking for an immediate start.

This is a front-line role working as part of the call centre team. You must be passionate about helping people and making a difference to the day to day lives of customers. You must also have exceptional problem-solving ability.

Minimum of 12 months contact centre experience is essential for this role with great

customer service/communication skills. This role is hybrid and requires 3 days onsite.

Skills:

You will assist customers as an Energy Specialist, Collections or Payment Plans and General Customer Services.

You will deal with customers in a positive and thoughtful approach, acting as a skilled knowledge base for any questions and queries they may have.

You will have excellent verbal and written communication skills with the ability to work across multiple platforms including mobile, email, social media and internal databases.

You will have prior experience in achieving KPI's and deliverables.

You will be organised, punctual with good decision making and negotiation skills.

Prior experience working in a call centre highly regarded.

6-month contract + extensions

Adelaide offices - hybrid work environment - 3 days onsite, 2 days WFH

How to Apply:

Click APPLY or contact John – Senior Resource Manager for a confidential discussion with Green Light Worldwide.

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