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Customer Care Consultant

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Company: BizCover Pty

Location: Haymarket

Category: other-general

BizCover is a leading company in the SME business insurance market, providing an online platform that simplifies the process of comparing and buying business insurance. We are currently seeking a Customer Care Consultant to join our team and deliver exceptional customer service. As a Customer Care Consultant, you will be responsible for ensuring all customers receive a professional and positive experience when interacting with us.

Responsibilities:

Handle customer inquiries, including calls and emails, and provide prompt and accurate responses.

Assist customers with policy amendments, renewals, payments, and cancellations.

Maintain customer records accurately and update account information as needed.

Collaborate with team members to meet or exceed customer service metrics.

Follow established processes and procedures to handle customer cases efficiently.

Exceptional customer service skills.

Proficiency in using CRM software.

Strong communication and problem-solving abilities.

Ability to handle tense situations and diffuse customer complaints.

Time management and decision-making skills.

Adaptability and accountability.

Hybrid working model with flexibility to work from home and the office (if not based in Sydney, the role will be fully remote)

Exciting and rewarding team culture

Quarterly recognition awards

Business Casual dress code

Rewarding Employee Incentive Program

Employee benefits package

Growing company with progression opportunities#J-18808-Ljbffr

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