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Customer Contact Centre Consultant

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Company: Regional Express (Rex)

Location: Perth

Category: other-general

Customer Contact Centre Consultant Rex is Australia's largest independent regional and domestic airline operating a fleet of 57 Saab 340 and 10 Boeing 737-800NG aircraft to 56 destinations throughout all states in Australia. In addition to the airline Rex, the Rex Group comprises wholly owned subsidiaries Pel-Air Aviation (air freight, aeromedical and charter operator) and the two pilot academies, Australian Airline Pilot Academy in Wagga Wagga and Ballarat. REX is currently seeking suitably qualified and motivated individuals with the ability to provide the highest level of customer service to our passengers as Contact Centre Consultants located in Orange, NSW. These are temporary positions on a 12-month contract. Expressions sought for; 5 x Positions varying between 20-38hrs per week. Duties and Responsibilities: Handle all incoming calls politely, efficiently and professionally Inbound reservation sales Reservation and Ticketing functions Answer general customer enquiries Support travel agents and Rex airport locations Support Internet Customers Assist Administration support duties - CA cases, call stats data entry, assistance in BSP refunds. Assist with Queensland Support in live-check-in and freight. Essential Selection Criteria: Prior experience in customer service, preferably within a call centre environment Excellent communication skills Professional phone manner Good computer skills A positive, enthusiastic attitude and the willingness to work as a part of a team Must be able to work shift and a rotating roster to accommodate the call centre operating hours Conditions: Successful applicants will be given full training and paid as per the Regional Express Airline Services Collective Agreement 2022-2025, Level 2A. To Apply: Please apply via the 'apply now' button below. AU D Orange 2800 Application

Successful You've successfully completed your application

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REX is currently seeking suitably qualified and motivated individual's with the ability to provide the highest level of customer service to our passengers as Contact Centre Consultant's located in Orange, NSW. These are temporary positions on a 12-month contract.

Expressions sought for;

5 x Positions varying between 20-38hrs per week.

Duties and Responsibilities:

Handle all incoming calls politely, efficiently and professionally

Inbound reservation sales

Reservation and Ticketing functions

Answer general customer enquiries

Support travel agents and Rex airport locations

Support Internet Customers

Assist Administration support duties -CA cases, call stats data entry, assistance in BSP refunds.

Assist with Queensland Support in live-check-in and freight.

Essential Selection Criteria:

Prior experience in customer service, preferably within a call centre environment

Excellent communication skills

Professional phone manner

Good computer skills

A positive, enthusiastic attitude and the willingness to work as a part of a team

Must be able to work shift and a rotating roster to accommodate the call centre operating hours

Conditions:

Successful applicants will be given full training and paid as per the Regional Express Airline Services Collective Agreement 2022-2025, Level 2A.

To Apply:

Please apply via the 'apply now' button below.

Posted Date 20 Mar 2024 Location Orange

NSW /Australia Industry Call Centre & Customer Service Job Type Contract/Temp Salary Not provided #J-18808-Ljbffr

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