

## Customer Contact Consultant

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Company: Bupaoptical

Location: Melbourne

Category: other-general

Working from Home

Open to candidates based in Melbourne, Brisbane, Sydney or Adelaide

Role will commence in June

Casual Role with Full Time hours available

The heart of the role

We're looking for a friendly and passionate person to join our customer contact team. You will be assisting our Bupa Optical customers taking inbound calls, making outbound calls, responding to general queries and helping to manage and bookings and appointments.

You will be a key part of a company that delivers the best customer service in the industry, putting the customer at the heart of what you do, taking ownership and accountability for each customer interaction.

The role is working from home, but you can always go into one of our Head Office locations to interact with your wider team! This is a casual position, but we have full time hours available! We are looking for people who can work Monday to Friday between 9am - 5pm or 10am - 6pm.

For this role you need to have really good internet connection. We wouldn't be surprised if you already have it or are able to secure one - just make sure it's got a download speed of at least 50 mbps or higher.

What are we looking for?

You are someone that is all about helping people and super empathetic

You should have a strong desire to find solutions that would make the customers happy

and satisfied

Previous experience in customer service in a similar field would be amazing

Communication skills need to be totally on point, both written and verbal

You'll be someone who is able to learn fast and can stay focused while working from home

Whilst we love to keep things fun at work, keeping things professional and confidential is super important

You need to be able to work independently, but still be a team player who's happy to lend a hand

Being tech-savvy is a must - we use a bunch of different platforms and screens, so you have to be able to handle it all like a pro!

Application closing date: 9th May

There is nothing half-hearted about what we do at Bupa, Apply now!

At Bupa, we are striving to create and sustain a safe and inclusive workplace. We welcome applicants from all cultural backgrounds, genders, and abilities. If you require any adjustments to participate in our recruitment process, please let us know at the time of your application. #J-18808-Ljbffr

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