

Customer Engagement Associate

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Company: Customer Engagement Centre

Location: Melbourne

Category: other-general

As the first point of contact for our national business, you will support internal stakeholders across all business units and assist with the customer journey, in line with Metricon Homes' mission and values. Reporting to the Senior Customer Engagement Associate, your responsibilities will include:

Reporting to the Customer Engagement Centre Team Leader, you will:

Demonstrate a superior customer service capability - prioritising the customer experience at all times

Engage with customer enquiries via incoming/outgoing telephone calls as well as email, and online channels

Provide personalised customer service of the highest level, building rapport for sales and general enquires

Assist existing customers through their building journey

Ensure best practice customer experience initiatives, aligned with company policies and values at all times

Use effective questioning and exceptional listening skills to identify and respond to the needs of customers, escalating priority issues requiring specialised attention

Utilise CRM and other systems to capture leads, schedule tasks, send communications,

along with day to day operational duties

Build sustainable relationships of trust through open and interactive communication with customers and stakeholders

Achieve personal and team KPI targets.

Metricon will offer you:

Supportive, best-practice and high-functioning workplace culture - where high-calibre work is recognised and rewarded

Ongoing learning and development opportunities through nationally accredited courses, highly engaging e-learning portal and other comprehensive training programs

Competitive salary, and salary package opportunities

Physical fitness programs, free flu vaccinations, nutrition and mental well being are just some of the programs we sponsor to address your well being

24/7 access to our LifeWorks confidential support program which includes coaching for success and navigating personal and work challenges

Exclusive access to building discounts, supplier / trade discounts, and retail discounts with big name brands through our rewards platform

Advance your professional growth with Metricon - the HIA's Number One Australian Home Builder and Australia's Most Trusted Choice.

The successful candidate will have:

Highly developed communication skills: Authentic, clearly articulated and collaborative interactions with customers, team members and stakeholders; both verbal and written

Proven customer service skills: Ability to build relationships, gain trust & rapport

Ability to work autonomously and as part of the team

Organisational awareness

Ability to prioritise and manage workload

A commitment to Innovation, Quality and Continuous Improvement: Contributing ideas that improve the efficiency, effectiveness, and productivity of the customer journey

Minimum 1-year experience in a customer service role

Customer orientation and the ability to adapt/respond to different customers and enquiry types

Focus to actively listen with a high attention to detail and a proactive approach to all tasks undertaken

The capacity to multi-task, set priorities and meet deadlines

Understanding of the building industry and customer journey is desirable.

This role requires a national police check to be undertaken.

If you feel you have the knowledge, skills and experience to excel in this role, then apply with your resume and cover letter TODAY!

Monday to Friday, Hybrid Working Arrangements

9:00 - 15:00

30min lunch break

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