

Customer Service Team Leader

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Company: Bunzl

Location: Brisbane

Category: other-general

YOUR ROLE Reporting to the Customer Service Manager, your key responsibilities include leading and managing the customer service team, maximising customer satisfaction and improving efficiencies. You will assist in identifying internal and external queries, liaising with the various departments when required. You will actively be involved in system and product training and ensure all administrative tasks are adhered to on a scheduled basis. **ABOUT YOU** You'll have that same entrepreneurial spirit that we live and breathe here at Bunzl. You'll be energetic and self-motivated with great attention to detail and a can-do approach to challenges and tasks. You will have a hands on approach and a proven record in customer service, preferably from a distribution background. Excellent verbal and written communication skills, strong admin capability, high attention to detail, and high-level multi-tasking are also a must. The other essentials we are looking for are: Confident with the ability to lead a team Ability to create strong working relationships and train/coach others Highly motivated and committed to customer service excellence **BENEFITS** Bunzl offers a broad and flexible range of benefits to our team including profit share scheme for eligible employees, exclusive motor vehicle and health insurance products, travel and accommodation discounts, study assistance, many wellbeing and community programs and access to discounted Bunzl products. **WE BELIEVE** With an entrepreneurial spirit providing endless opportunities, we believe that together we can achieve anything. We believe that through diversity we build strength and stability, and that the safety and security of our employees is not negotiable. Through innovation we find solutions, with an entrepreneurial spirit providing endless opportunities, and we believe that together we can achieve

anything. Investing in our local communities is the right thing to do, and here in APAC that investment is creating a sustainable environment for us and those who follow. WE WELCOME ALLAt Bunzl we believe that through diversity we build strength and support the principle of equality and diversity in employment. We oppose all forms of unlawful or unfair discrimination on the grounds of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships. We believe that it is in the company's best interests and those of all who work in it, to ensure that the human resources, talents and skills available throughout the community are considered when employment opportunities arise. If you have a disability or special need that requires support or adjustments to working or interview arrangements, please let us know.

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