

Customer Support Associate

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Company: Shift

Location: Australia

Category: other-general

At Shift, we're business specialists dedicated to helping Australian SMEs take control of their cashflow, streamline trade terms and choose the right financial products. We believe Australian businesses are the driving force behind our economy and are core to our communities. That's why our business expertise, focus on relationships, and market-leading technology is at the core of everything we do. Our unique approach to product innovation combined with our collaborative culture means you can build your career in a supportive environment. You'll be joining a diverse team of over 250 people who are always looking to deliver better outcomes for Australian businesses.

Job Description Are you a person with a demonstrated passion for client services and thrives on new challenges in a transformational environment? In this role you will play a critical role in supporting our Brokers sales team by managing our new business pipeline in our Broker channel. You will be hands-on, take ownership and contribute to improving the customer experience in a fast-paced, high-growth business. In this role, you will have the opportunity to work with a diverse and talented team and will help ensure our Broker expectations are met, managed and delivered upon. You'll also collaborate with the Credit and Settlements teams to provide an excellent customer experience. You'll be a champion of quality assurance and attention to detail, ensuring all of our AML and KYC policies are met. This role is based in North Sydney. We offer hybrid workplace flexibility - min 3 days in the office.

Qualifications Understanding of Asset Finance & Commercial lending Strong attention to detail Excellent interpersonal and communication skills A high degree of self-motivation and drive, and willingness to learn

Additional Information Collaborative teams – a flat structure

means everyone can learn from colleagues and senior leaders around the business. Be involved – come together with all of your colleagues every 100 days to share the product and technology roadmap and business strategy. Flexible working environment – we're headquartered in North Sydney with state-based workplaces and offer a flexible work policy. Family support – industry leading 26 weeks paid parental leave. Varied workspaces – our office enables areas for collaboration, brainstorming and socialising as well as focus zones. Range of benefits – supporting your physical, psychological and financial wellbeing. #J-18808-Ljbffr

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