

Investor Contact Centre Associate - Perth

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Company: Automic Group

Location: Perth

Category: other-general

Posted: 25/03/2024 Closing Date: 26/04/2024 Job Type: Permanent - Full Time Location: Perth Job Category: Investor Services About Us Automic Group brings together modern purpose-built technology with a dynamic and experienced team to tailor solutions for companies and funds to understand, engage and manage their provide a cloud-native single registry, employee share plan and board management platform, and professional services including company secretarial, ESG, accounting and finance, and investor and media relations. Today, over 1,400 ASX listed and unlisted clients trust Automic's 250 employees to manage their registry, investor and board requirements – and Automic is ranked number one on the ASX by number of companies serviced, with 750 listed the past two financial years, Automic has won 50% of IPOs and 70% of listed companies who have switched registries. Our culture is innately entrepreneurial, comprising people who thrive in an atmosphere where ideas, actions and initiative are encouraged. Our core values, Customer Success, Ambition, Equality and Team are at the foundation of who we are and how we operate. Job Description The Role Due to continued growth, Automic Group are seeking an Investor Contact Centre Associate to join our energetic and enthusiastic team. As an Investor Contact Centre Associate, you will be responsible for handling inbound and outbound Investor enquires, acting as a positive ambassador of the Automic Group brand. This is an exciting opportunity to gain experience in financial markets and corporate customer service, working collaboratively with a supportive team. The successful candidate will have strong communication and interpersonal skills, and passion for providing outstanding customer service. Responsibilities Handle inbound and outbound investor enquiries by email

and phone Provide support to customers using the Automic Group online Investor platform, live chat and mail Address customer inquiries, concerns, and complaints with empathy and efficiency Provide accurate information and assistance to Investors Follow established call scripts and guidelines to ensure consistent service quality Collaborate with team members and supervisors to resolve complex issues Meet and exceed performance targets, including call quality and productivity metrics Stay updated on company products and services Participate in ongoing training and development programs Maintain a professional image for the business

Desired Skills and Experience Demonstrated Capabilities Prior customer service or call centre experience is preferred, but not essential Previous experience in financial markets is preferred, but not essential Strong verbal and written communication skills Proactive approach to improving processes A high level of organisational and time management skills Ability to show initiative and work independently, while being a team player A positive and collaborative work culture Employee recognition and rewards initiatives Comprehensive training and ongoing development programs Career advancement opportunities within the organisation An impressive list of employee benefits including discounts on retail, bills, wellbeing, and entertainment Diversity Creating a workforce that actively embraces diversity, inclusion and a sense of belonging is key to our success. We believe in treating everyone fairly which means that inclusion, removing barriers, striving for equity and embracing diversity are woven through our values and behaviours. We encourage applications from all backgrounds, different abilities and communities and are committed to providing a work environment that enables you to thrive, whatever your circumstances. When you apply, please note the pronouns you use and any workplace adjustments you may need to enable you to put your best foot forward during the interview process.

Acknowledgement of Land In the spirit of reconciliation, Automic Group acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea, and community. We pay our respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today. Only applicants with work rights in Australia can be considered for this position. Preferred candidates will be required to undertake pre-employment screening, including a National Police Check and an ID check. #J-18808-Ljbffr

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