

Australia Jobs Expertini®

Telco Customer Support

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Company: Aussie Broadband

Location: Burswood

Category: computer-and-mathematical

Are you ready for a new start in 2024? Here's your chance to step into the Telco industry and elevate your career with an exciting opportunity!

As part of our team, you'll become the go-to problem solver for our residential customers.

We've got your back with comprehensive training to equip you for success and pave the way for your career growth!

Imagine being at the heart of it all in a call-centre realm. You'll dive into inbound calls, tackling a range of challenges from simple troubleshooting to uncovering faults.

Get set to join us in changing the game!

Known internally as Customer Service Consultant.

*At Aussie Broadband we believe **difference** is something to celebrate. Being advocates for Inclusion and Diversity means our team can bring their whole selves to work and allows us to better represent our customers and the communities that we serve. As a proud Equal Opportunity Employer, supporting and celebrating difference is just one way that we demonstrate our value of 'Be good to people' everyday.*

Join us as we continue to grow and make a mark as the 5th largest telco in Australia!

Why work for Aussie?

Founded in regional Victoria almost 20 years ago, we are local from the ground up. What started in a living room in Morwell, has now expanded to every corner of Australia - we're growing fast and not slowing down!

Our fantastic culture lives and breathes our values:

Don't be ordinary, be awesome

Think BIG

No bullsh*t

Be good to people

Have fun

We are proud to be a B Corp Certified company which means we're good to our people, our customers, and the planet by maintaining the highest standards for social and environmental performance, transparency, and accountability.

We care about our community through our Pledge 1% commitment, sponsorship programs and our paid staff community service leave offering.

But don't just take our word **We have been named one of the top employers in Australia by HRD magazine**

The good stuff

26 weeks paid parental leave for both **primary and secondary caregivers** (in addition to any government-paid leave)

Free internet up to the value of \$109 per month

20% off our Fetch and Mobile services

Day to day benefits like Employee Assistance Program (EAP), discounts with big names like Origin, Specsavers, HCF and many more

Celebrating you with monthly rewards and recognition

Internal training and resources for you to continue to learn, grow and achieve your career goals

Yearly allowance for amazing **Aussie merch**

Fitness Passport for access to multiple gyms and pools across Australia

Working in 8-hour shifts in our call centre, you will be working on a rotational roster between 8am and 12am, Monday to Sunday, and public holidays.

We require all candidates to commit to working 37.5 hours per week (full time hours).

Let's talk about you

Familiarity with the telco industry is preferred but not essential

Background in technical support, accounts, or customer service

Moderate computer skills and basic data entry

Effective communication, consultation, and empathy

How will you support our “Why?”

Meet our customer service standards and targets

Address technical and account assistance requests via various channels

Meet customer service standards and call handling targets

Attempt to diagnose and resolve non-service related cases

Handle conflict resolution and escalate complaints when necessary

Follow standard help desk and account procedures, and privacy laws

Ready to join?

Apply directly and our fantastic team will be in touch!

If you have any questions get in touch today with our team at

careers@team.aussiebroadband.com.au!

Even if you feel you don't meet all the requirements, we'd still love to hear your story. We are unconventional in many ways, and we like to think outside the box with the people we hire.

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