



## Customer Service Officer

Central Cleaning Supplies (CCS) currently requires an enthusiastic, mature minded and self motivated Customer Service Officer for our Customer Service department in our Head Office. Our company is one of the fastest growing in the commercial cleaning industry.

### CCS can offer you:

- Positive stimulating & rewarding working environment
- Opportunity to work with a major industry leader & brands
- Join a high performing service focused team, known for quality delivery
- Training to develop and grow within the organization

### Customer Service Role

We are looking for candidates who are confident and enjoy customer service.

Able to multi-task, answer phone calls, customer enquiries, process orders, knowledge of an ERP system would be an advantage.

If that sounds like you – We need to talk today...

You will be a team player & enjoy working in a fast-paced environment.

Ideally you would come from a customer service background or experience.

Provide customer support to ensure effective and efficiency to our business.

### Essential Functions

- Effectively manage large amount of incoming calls and e-mails.
- Identify and assess customer's need to achieve satisfaction.
- Process sales order and quotes.
- Provide POD to customers who request.
- Handle complaints, provide appropriate solutions and alternatives within the time limits and follow up to ensure resolution.
- Organise / check recurring orders.
- Support customer service team and sales representative.
- Provide accurate, valid and complete information to customer and team by using the right methods/tools.
- Process online orders.
- Work in conjunction with our despatch team and our purchasing team.
- Go the extra mile to engage customers.
- Provides timely feedback to the company regarding service failure or customer concerns.

### To be successful in your application it is essential that you have:

- Previous experience working in a Customer Service position, preferably 2+ years experience.
- Knowledge of the Cleaning industry will be highly regarded.
- Strong Customer Services focus, fantastic phone manner & confidence.
- Excellent communication skills both verbal and written.
- Able to multi-task, in a fast paced environment.
- Strong computer skills.
- Ability to resolve issues quickly and accurately, whilst maintaining a high level of professionalism. Eye for detail.
- Positive attitude, adaptable with strong reliability.
- Must be a flexible team player.

### Contact us

If you feel this job is for you, please email your resume to **Alisha Pink**, [alisha@centralcleaning.com.au](mailto:alisha@centralcleaning.com.au)

Central Cleaning Supplies is an equal opportunities employer, you must have unlimited right to work in Australia as this is a full time role.