

Sales & Service Consultant

Hays | Contact Centres • Melbourne CBD VIC



Base pay

\$50,000 - \$52,000



Work type

Full time



Contract type

Permanent

Perks

WORK FROM HOME

TRAINING

Skills

QUALITY/CUSTOMER SERVICE

Full job description

Your new company

We have multiple opportunities available Sales and Service Consultant to join a large Insurance organisation located in Melbourne CBD on a 12-month contract with the flexibility to work from home.

Your new role

In this role you will provide an exceptional customer experience, handling general enquiries and maximise sales and retention opportunities by identifying customer insurance needs and offering tailored solutions.

- Provide quality customer service via inbound calls and email correspondence
- Update customer policies as per their requests
- Cross sell and up sell to our customers to better meet their insurance needs
- Work to meet individual and team KPI's and targets

Working 37.5 hours a week, this position will work across a rotating roster between 8:30am – 6:00pm, Monday to Friday.

What you'll need to succeed

- Demonstrated passion for customer service

Job details



Date posted

26 Oct 2021



Expired On

01 Jul 2022



Category

Customer Service & Call Centre



Occupation

Retail Assistants



Base pay

\$50,000 - \$52,000



Contract type

Permanent



Work type

Full time



Job mode

Standard business hours



Work Authorisation

AUSTRALIAN CITIZEN / PERMANENT RESIDENT

- Ability to work collaboratively within a team environment
- Demonstrated ability to think outside of the box
- Ability to cross sell and up sell
- Flexibility and Resilience

What you'll get in return

In return you will be provided with ongoing training and support from a close knit team and the flexibility to work from home

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV to howard.richards@hays.com.au, or call us now.

If this job isn't quite right for you but you are looking for a new position, please contact us for a confidential discussion on your career.

LHS 297508 #2571272