

Banking Customer Service (Collections)

Hays | Banking • Sydney CBD NSW



Base pay

\$30 - \$40 / hr



Work type

Full time



Contract type

Temporary

Job details



Date posted

19 Jan 2022



Expired On

05 Jul 2022



Category

Banking, Superannuation & Finance



Occupation

Banking & Finance Law



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\$30 - \$40 /hr



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Full job description

Your new company

Working for a Big4Bank who prides themselves on diversity and inclusion, you will be joining a supportive and progressive team who have the customer at the heart of everything they do. With the backing of a Big4 - you will have ample opportunity to learn and grow within the role and the wider bank, a fantastic opportunity for anyone looking to enhance their customer service or banking career.

Your new role

Your new role will see you working in a busy phone based environment helping customers through their collections and hardships. This role is perfect for those who want to help others achieve their goals and help them through difficult situations. Your empathetic nature will take you through these key responsibilities:

- Build and establish relationships with customers with rapport and trust
- Making and receiving high volume outbound/inbound call
- Payment negotiation and processing
- Investigative work and lead generation to locate and resolve
- Problem solving and objection handling for account resolution

What you'll need to succeed

Ideally phone-based experience working within a contact centre or similar phone environment Banking and finance is preferred but not necessary Empathetic nature and a genuine passion for helping others Ability to commit to a fulltime permanent role - so PR or Citizens only Customer service, hospitality, tourism, retail, sales background or similar industries experience

What you'll get in return

- Fulltime role based in the CBD but with full flexibility to WFH if you wish

- Fantastic career progression with lots of avenues to build your career within banking and finance
- Great salary package and added benefits
- Opportunity to interview IMMEDIATELY!
- \$34.15 + Plus Super
- 6 month contract / potential to go PERM

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 my email charley.martin@hays.com.au

LHS 297508 #2602238