



Client Services Specialist

Hays • Sydney CBD NSW



Base pay

\$31 - \$35 / hr



Work type

Temporary



Contract type

Permanent

Perks

Training

Skills

WRITTEN AND VERBAL

Full job description

Build lasting relationships with our customers to provide a simpler, better, smarter banking experience.

Your new company

You have the will to win, a true passion for customers and a thirst for being bold. You do the right thing, think big and act with integrity. You are driven to go above and beyond; not just for customers, but your colleagues too.

On any given day you will handle interactions from our customers about their home loans, transaction accounts and savings products. You will take pride in delivering a world class customer experience to build advocacy with our customers and deliver a simpler, better, smarter banking experience.

You must be comfortable managing high volume interactions in a multi-channel environment including phone and digital channels.

Your new role

- Add value at every opportunity by empowering customers to understand and have control over their banking via the mobile banking app.
- Liaise with different teams to get the best outcome for customers.

Job details



Date posted

08 Sep 2021



Expiring date

08 Sep 2022



Category

Customer Service & Call Centre



Occupation

Contact & Call Centre



Base pay

\$31 - \$35 /hr



Contract type

Permanent



Work type

Temporary



Job mode

Standard business hours



Work Authorisation

Australian citizen / Permanent resident

- Manage a volume of 30-40 interactions through inbound calls and digital channels daily.
- Be flexible to a rotation of start times between 7am to midday, with a weekend shift rotation.
- Be a part of a dynamic team of people passionate about customers service and doing the right thing
- Full time position - Hybrid working from office and home

What you'll need to succeed

- Passion for customers.
- Strong customer service experience.
- No financial background welcomed.
- Hospitality and call centre experiences encourage.
- Must be flexible and agile around start times and weekend work.
- Exceptional written and verbal communication skills.
- Must have grit and resilience
- Think innovatively and be courageous every day.

What you'll get in return

- 6 weeks training
- 6-month temporary contract with intention to hire permanently.
- Consistent coaching and training to develop skills
- \$31.25 per hour + super.
- Rotating roster and rotating weekend shifts – you will be working 1-2 weekends per month. Starting times between 7am – 12:45pm, earliest finished time 3:45 – latest 9pm.

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, or email me now on Hannah.fairfull@hays.com.au

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.

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