




Customer Service Consultant


Fuse Recruitment • All Melbourne VIC

 *Not provided*

 Work type
Full time

 Contract type
Permanent

Job details

 Date posted
16 May 2022

 Expired On
15 Jul 2022

 Category
Banking, Superannuation & Finance

 Occupation
Credit

 Base pay
Not provided

 Contract type
Permanent

 Work type
Full time

 Job mode
Standard business hours

 Industry
FINANCIAL SERVICES

 Sector
PRIVATE BUSINESS

 Work Authorisation
WORK VISA

Perks

ADDITIONAL LEAVE

CHRISTMAS PARTY

COFFEE & TEA

COMPANY LAPTOP

FLEXIBLE LOCATION

CLOSE TO TRAIN STATION

CLOSE TO TRAM STOP

ADDITIONAL SUPER

WORK FROM HOME

FLEXIBLE WORKING HOURS

POSITIVE WORK ENVIRONMENT

CAREER DEVELOPMENT

ADMIN SUPPORT

Skills

CUSTOMER SERVICE

COLLECTIONS

CONSUMER COLLECTIONS

Full job description

Our client is a long service leave provider for the construction industry with a

solid reputation and is looking for ambitious consultants to join their quickly growing team.

What are the benefits?

- Energetic culture and working atmosphere
- Supportive team and management
- Opportunity for permanent position
- Generous salary package
- Above average Superannuation
- 17.5% Annual Leave loading
- Well -Developed Health & Well being program
- WFH Flexibility

What will you be doing?

- Manage and investigate missing payment requests and associated activities with a relationship-based approach in order to engage, educate, and empathise with members
- Identify, address, and resolve case related issues and complaints
- Manage and effectively implement payment arrangements and plans
- Identify areas for continuous improvement in processes, capability and/or behaviours
- Perform a range of day-to-day administrative duties

What do you need?

- Customer Service experience within financial services (banking, insurance, superannuation or claims)
- Experience within a fast paced or call centre environment
- Effective communication, negotiation and influencing skills
- Highly organised with that "can do" attitude
- Ability to work in a team-based atmosphere

For a confidential discussion about this opportunity, please call Amy Hatfield on 0435 727 524 or send your application to ahatfield@fuserecruitment.com

At Fuse, we specialise in recruitment for the insurance industry and actively source for a broad range of established clients. If you are a broking, underwriting or claims professional looking for your next opportunity, we'd love to hear from you!

If you know someone looking for a job, refer them to us and we'll give you \$500* if we find them a new role!

#SCR-amy-hatfield-1

#ChooseFuse