



Customer Service Officer

Opportunities to join our growing Customer Care team as Customer Service Officer in a dynamic retail electricity company with outstanding renewable energy and sustainability credentials.

About Us

We are a growing electricity retailer operating in eastern Australia. We are passionate about renewable energy and provide our customers with a great experience in all aspects of our service delivery. Our growth has created new opportunities for talented individuals to join our Customer Care team located in the inner-eastern suburbs of Melbourne.

Customer Service Officer Role

We are seeking confident and passionate individuals to:

- Provide exceptional service to our existing customers
- Respond to phone and email enquiries from prospective customers
- Support our outbound sales and customer retention programmes

Key Criteria

Successful applicants must be able to demonstrate:

- A genuine customer service ethic
- A positive, proactive and enthusiastic attitude
- Excellent communication skills
- Initiative, accuracy, attention-to-detail and outcome-focus
- Proficiency in using common office software packages
- Interest in renewable, solar and sustainable energy

We are seeking individuals from an entry-level through to individuals with up to 5 years of relevant or related experience. Experience in a retail-electricity and/or retail-solar selling is not mandatory but would be favourably regarded. These positions are full time.

Advertised: February 2017