

Customer Service Team Member

Want to start your career by joining a fast growing company that is 5 star rated by Greenpeace and passionate about renewable energy?

About Us

We are a 5 star rated electricity retailer by Greenpeace with a strong focus on service in an industry facing significant change. We are passionate about renewable energy and provide our customers with a great experience in all aspects of our service delivery. There are full time opportunities for talented individuals to join our Customer Care team in the inner-south suburbs of Melbourne at an entry level.

Customer Service Team Member – Full Time Role

We are seeking confident and passionate individuals on a Full Time basis to:

- Provide exceptional service to our existing and prospective customers
- Support our Metering and Transfers team
- Support our outbound sales and customer retention programmes
- Support various customer data processing activities

Key Criteria

Successful applicants must be able to demonstrate:

- A genuine customer service ethic
- A positive, proactive and enthusiastic attitude
- Punctuality and reliability
- Interest in Data Analysis and Reconciliation
- Excellent communication skills; verbal, written & listening skills
- Initiative, accuracy, attention-to-detail and outcome-focus
- Proficiency in using common office software packages
- Interest in renewable, solar and sustainable energy

Experience in a retail-electricity and/or retail-solar selling is favourably regarded but not mandatory. These positions are full time.

If this is of interest – apply by emailing a copy of your resume and short cover letter highlighting your capability against the key criteria to careers@diamond-energy.com, using the subject line: **Customer Service Team Member application**