

Customer Service Officer

Gough Plastics is a family-owned company based in Townsville, since 1989. We Rotomould plastic tanks, troughs, 4WD items and many other products. We also provide a customised service with plastic fabrication using our state of the art plastic welding, bending, 3D printing and CNC routing machines.

We require a Customer Service Officer who will be responsible for the provision of quality service that meets or exceeds the expectations of all external and internal customers of the business.

Key Responsibilities:

- Accurate entry of all customer orders for all Sales Representatives as required and webshop sales.
- Input customer pricing groups and ensure all systems correlate.
- Proactively advise customers and sales of order status as per business sales requirements.
- Sitting at the office front desk, you will be required to answer and attend to incoming telephone calls as required.
- Be the first point of contact for walk in customers in main reception area as required, getting the relevant salesperson to attend to their needs.
- Seek customer/market information in daily discussions with sales reps and clients and communicate across the business.
- Liaise with production admin staff daily regarding order accuracy and despatch staff to expedite customer orders in line with production schedules.
- Develop and maintain skill base across all product groups to assist when other staff on leave. Include credit note and warranty processes.
- Complete all ongoing and quarterly stock take activities and transactions for nominated product groups.

Required Skills:

- Minimum two years' experience in a Customer Service or similar role.
- Demonstrate initiative and be able to prioritise tasks to deliver required outcomes to delight our customers.
- Have excellent verbal and written communication skills, attention to detail and time management.
- Be able to develop and maintain relationships with customers.
- Enjoy working both independently and as part of a team.
- Strong working knowledge of Microsoft Windows and Office.

This is a pivotal role within our business and provides an exciting opportunity for the right person to join a friendly, supportive and driven team.

Salary:

Commensurate with experience.

Start date subject to applicant's previous employer's notice conditions - 10 January 2022.

If you think you have the skills, experience and ambition to take on this exciting role, submit your resume, including a cover letter, today to hr@gough.com.au.

Your application will include the following questions:

Do you have customer service experience and how many years?

What's your expected annual base salary?

How much notice are you required to give your current employer?

Gough Plastics is an equal opportunity employer and promotes a drug and alcohol free environment.