

INDIGENOUS EMPLOYMENT OPPORTUNITIES - TOWNSVILLE



I am delighted to announce that IPA Diversity has been appointed as the Indigenous Australian recruitment partner for a major national manufacturer of industrial and safety products.

With your support, we can make a huge difference to Indigenous Australians, creating long-term meaningful outcomes and positive social change.

Customer Care Consultant - Townsville

Permanent full-time role.

WHAT WILL I BE DOING?:

- Provide exceptional customer service via telephone or email
- Ensure customer requests are actioned in a timely manner within allocated timeframes
- Take ownership in continuing and cultivating all customer interactions
- You will be empowered to interrogate issues and escalations and be relentless in your pursuit to reach an outcome quickly
- There is a degree of administration related tasks and these should be actioned effectively and according to business processes

WHAT EXPERIENCE DO I NEED?:

- Industry knowledge specific to mining and or electrical would be advantageous
- Experience in a call centre environment
- Outstanding customer service skills
- High attention to detail with clear communication is essential

How to Apply:

If you're interested or wish to find out more information about the opportunities, please contact **Charlotte Dean** on **0438 125 602** or send your resume to charlotte.dean@ipa.com.au



LOVE YOUR WORK.



OWN IT.



TAKE THE LEAD.



BE THE DIFFERENCE.

IPA acknowledges the Australian Aboriginal and Torres Strait Islander peoples as the first people of the nation and the traditional custodians of the lands where we live, learn and work.

