

CUSTOMER SERVICE REPRESENTATIVE

What does a customer service representative do?

You will work directly with our customers and our external sales team to provide assistance, resolve complaints, answer questions, and process orders. You are the link between our external sales team, customers, and production.

Brief:

We require a customer service representative to provide quality administration and customer support within an engineering production environment.

The Role:

Based at our Darra office in Brisbane, you will be responsible for supporting and facilitating the efficiency of company operations by effectively maintaining accurate information and customer service on a day to day basis. Along with a strong background in office administration and customer service, you will also have a keen eye for detail and have a high level of accuracy. You will ideally have experience working with manufacturing software within an engineering or similar environment.

This is an opportunity to join a small yet rapidly developing company focused on quality systems and quality control of output in all aspects of the business. A competitive remuneration package will be offered to the right candidate.

Key responsibilities:

- Assist external sales team with requests from customers
- Keep customers up to date with status of their purchase orders
- Assist in keying in purchase orders from customers and external sales team.
- Liaising with external sales team and customers to keep all stake holders informed
- Maintain effective communication between sales, production, after sales support, quality and dispatch teams.
- Input and update data to manage delivery schedules. Updating internal and external stakeholders regularly.
- Provide general assistance to the sales, aftersales support and engineering teams
- Provide a complete range of support services to the sales and aftersales support team
- Assist with entering information and maintaining the CRM
- Enter orders accurately and communicate with production effectively
- Assisting with booking freight, tracking and providing timely updates
- Head reception and present a professional face to the Company
- Administration of the MRP system with data entry as required
- Working to and achieving KPI's.

AUS / BRISBANE

Postal: PO Box 107, Annerley, QLD 4103, Australia
Physical: 2 / 2642 Ipswich Road,
Darra, QLD 4076, Australia

AUS / MELBOURNE

Physical: Factory 4, 21-22 National Drive,
Hallam, VIC 3803, Australia

WWW.DOHERTYDIRECT.NET

Desired competencies, personal skills and experience:

- Excellent verbal, written and receptive listening communication skills
- An ability to build lasting impactful relationships
- Strong organisational skills with the ability to create, drive and maintain a process
- Demonstrated customer service experience in a sales or service environment with the ability to positively influence and negotiate
- Strong problem-solving skills
- Agile, responsive, good under pressure with proven ability to work effectively on your own
- Quality control of received parts

About you:

- Experience in using CRM systems
- Experience in sales order entry and contract review processes
- Excellent communication skills
- Ability to multi-task and work well autonomously and within a team environment
- Have a positive attitude even in challenging circumstances
- Highly organised with excellent time management skills
- Strong work ethic through high standards of personal and professional behaviour

About the Company:

As part of the global Kinshofer Group, Doherty Couplers & Attachments design, manufacture and distribute world-leading earthmoving attachments for the construction, demolition, quarrying and mining industries. We're a fast-growing company offering a great working environment with opportunities to advance and learn alongside an innovative team. More importantly, we're a great bunch of people, that absolutely love what we do!

Our entire team live by our four core values: Deliver what we promise, Exceed expectations, Attitude (be part of the solution), and Love what we do. If you believe in these values as much as we do, then you'll fit right in! If this sounds like you, we would love to hear from you.

Send your CV with a covering letter to janine@dohertydirect.net

www.dohertydirect.net

Note: Applicants for this position should have Australian residency or a valid AUS work visa.

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