



MARANOA MECHANICAL

www.maranoamechanical.com.au

29th January 2018

Position Vacant – Casual Customer Service/Administration

If you would like a Casual Customer Service/Administration position, 2 days per week (Monday & Friday) plus some extra work covering for Admin team holidays, in a friendly workplace with a hard working and motivated team, we'd like to hear from you!

Hours of Work

- Monday and Friday, 8am-5:00pm with ½ hr lunch break
- Additional work available at times covering for Administration team holidays, estimated 4-6 weeks per annum, mostly in school holidays

Job description

- manage incoming telephone calls
- greet customers and direct enquiries appropriately
- receive bookings and RACQ jobs
- entering accounts payable
- making customer courtesy phonecalls, checking on customer job satisfaction
- manage incoming emails
- prepare mail, and deliver to post office
- monitor and source office supplies
- filing, and general tidying of reception and customer lounge
- chauffeuring customers and delivering customer's cars
- reception opening (morning) and closing (end of day) tasks

Skills and Experience Required

- must have driver's licence
- basic knowledge of local shire (towns, roads, major property names)
- basic knowledge of local customer base (names, locations)
- good telephone manner
- general computer skills - internet, email, MS Word, and some accounting package would be an advantage
- on the job training in industry specific software will be provided
- above all, a strong work ethic and a sense of humour

We're looking for a mature, stable person, who displays excellent customer service skills, operates efficiently, uses initiative and pays attention to detail. This person will have a happy disposition and be a good written and verbal communicator. The successful applicant will be able to demonstrate ability and willingness to work in a team environment.

Remuneration

By negotiation, and in accordance with the Clerical Award 2010 and National Employment Standards.

Enquiries: to Natasha Beardmore, Maranoa Mechanical 07 4625 3663 or Brad Goldthorpe 0427 791 727, Emily Martin 0427 255 449.