CUSTOMER RELATIONS OFFICER

ComfortDelGro Cabcharge is the largest private bus operator in NSW. Its subsidiaries Hillsbus, Westbus and Hunter Valley Buses provide passenger transport services to Western Sydney and the Hunter Valley.

We are seeking a motivated and energetic Customer Service Officer to join our team. You will report to the Customer Relations Manager and will be based at our Corporate Offices in Seven Hills, as part of a our Customer Service team.

Your core responsibilities will include:

- To provide professional frontline contact centres services in receiving and handling customer telephone and email contacts.
- To ensure customer feedback and enquiries received and actioned appropriately, including case detail recording and assignment to business units in line with Company processes.
- To provide customers responses to the feedback cases and identify service issues that can be resolved.
- To perform duties in a timely and reliable manner.
- To effectively communicate with other employees in the management of customer queries and complaints.
- Work on rotating hours between the office hours of 7:30am to 5:30pm.
- To demonstrate customer service skills and standards in dealing with of customers, stakeholders. management and staff

Commencing salary: $38,000 + superannuation

To be considered for this position, you should be able to demonstrate:

- Ability to work within procedures with limited supervision.
- Ability to work effectively as part of a small team.
- Acceptance of personal responsibility and accountability.
- Ability to effectively communicate both verbally and written.
- Computer literateracy (particularly the use of MS Office applications)
- A mature and commonsense approach and positive attitude to change.
- Good attention to detail and analytical/problem solving skills.
- Ability to develop and maintain effective work relationships.
- Ability to plan, prioritise and complete tasks within required timeframes.
- Understanding of the local bus network would be an advantage.

You will be a valued member of a high performance team, receive training and development which may open the doors to many future career opportunities.

Applications should be referred jobs@cdcbus.com.au or by mail to the Human Resources Officer PO Box 2147, North Parramatta, NSW 1750
Applications for this exciting role close 20 April 2012