

Customer Support Officer (flexible hours negotiable)

Philmac is a world leader in the design, manufacture, marketing and distribution of innovative, high-quality valves and fittings for pipeline systems and irrigation products. Philmac products are used in diverse applications, from plumbing and municipal systems through to livestock water control, horticultural and parklands irrigation, industrial uses and mining.

Working out of our Adelaide Head Office; you will liaise with customers to assist with sales, technical and product enquiries for our Australian business unit's Customer Contact Centre. You will be responsible for the implementation of Customer Service duties to meet customer needs.

Key challenges for you in this role include

- Providing technical advice to customers
- Working up to a 38 hour week with flexibility to work a 7.6 hour day within a 7.30am-7.30pm roster
- Time management
- Flexibility to perform both inbound, outbound and administrative customer service tasks
- Working in a team environment

This is a call centre and administrative role where a background in customer service/support would be viewed as highly desirable. A Certificate IV in Customer Contact/Call Centres is preferred.

The successful applicant will be a customer service professional whose focus is the delivery of outstanding customer service, pro-active, self-motivated whilst being flexible to the ever changing needs of our customers. We are looking for someone who can show initiative, think analytically, challenge and stretch themselves to achieve both team and personal objectives. Highly developed information technology and PC skills will be an advantage.

Please apply by Friday 27 August 2010, to:

Miss Amy Gransden
HR Officer
Email: careers@philmac.com.au
Fax: (08) 8300 9431

“Winner 2009 South Australian Training Awards – Employer of the Year”
“2009 Ministers Award for Excellence for Employers of Australian Apprentices – Runner up”

Philmac is an Equal Opportunity employer.
Visit www.philmac.com.au to learn more about our Company.

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The Philmac logo consists of the word "Philmac" in a bold, white, sans-serif font, enclosed within a white rectangular border. A registered trademark symbol (®) is located at the top right of the word. The logo is set against a dark blue background that features a subtle, circular ripple effect in the center.

The connection you can trust.