



Job Description: Customer Service Representative

SP Screens Pty Ltd is one of the fastest growing Security Screen Companies in NSW. We currently service Sydney, Wollongong/Illawarra, Central Coast, Newcastle and more recently moved into North Brisbane.

These are the first of many branches opening over the next few years. SP Screens is a fast paced, growing company, and we need our customer service and administration team to evolve with the company and thrive in its dynamic environment.

MISSION STATEMENT: At SP Screens, our mission is to provide customers with the best service and products available. We strive to make the purchasing process as enjoyable as possible. Our success will ensure customers build our business and employees build their futures.

Summary:

Reporting to the General Manager, the Customer Service Representative will be responsible for the organisation and smooth running of all office operations within every SP Screen branch on a day-to-day basis.

Tasks and Duties include:

Customer Service Core Functions:

- Have a friendly and professional phone manner at all times as the first impression of SP Screens.
- Is a quick learner with the ability to think on your feet and problem solve situations as they arise.
- Be pro-active with both internal and external customers. From timely follow-up leads to ensure they are booked in a timely manner to general queries.
- Be able to follow processes with a high level of accuracy.
- Ensure SP Screens provides the highest level of customer service in the industry.

Administration:

- Follow all administrative processes 100% of the time
- Oversee the diary management and scheduling of appointments for the Sales Team and Installers for all branches in a time efficient manner with 95% accuracy.
- Accurate data entry to ensure all customer details, product orders and collected information are correct with 98% accuracy.
- Ability to prioritise and balance several tasks and work with deadlines with demonstrated ability to work on multiple projects at one time.

Accounting and reporting:

- Overall management and accountability of Financials; banking, invoicing and accounts receivable, and other administrative processes (MYOB)

Excellent Communication Skills:

- Assist and support all SP Screen contractors, in all branches (installers, sales representatives and Directors).
- Demonstrate initiative and proactivity. Foresee issues before they arise and work to resolve
- Keep all sensitive information strictly private and confidential

Computer Skills:

- Competent with database support (ACT)

- Computer skills including proficiency with MYOB, Microsoft Word, Excel, Google Docs, Outlook and ACT

In addition to the skills outlines above, you will need to possess the following characteristics:

- Enthusiastic, self-motivated and display 'can do' attitude
- Comfortable with taking direction within a small team environment
- Must be a team player and initiative to take ownership of tasks and see them through to completion