

Team Member Customer Service [Retail] - Wodonga Warehouse

If you're driven by putting a smile on a customer's face and enjoy helping others, you should like working as part of the Bunnings team. As a team member at Bunnings, you will work in an informal environment that has retained a family feel. You will have the autonomy to make decisions, not have to work to many rules and have some fun along the way.

Relevant experience is helpful, but it's your attitude and values that are the most important.

Customer service team members are the face of Bunnings. They are the first point of contact with our customers and play a critical role in representing the Bunnings brand and providing customers with a great shopping experience.

This role will involve evening and weekend work, junior rates apply.

What you can expect to do:

- Customer service
- Merchandising
- Stock

What we need from you:

- Previous retail experience is preferred, but not critical
- A passion for customer service
- An ability to work in and contribute to a team
- An ability to work a seven day roster
- Strong verbal communication skills
- Flexibility to work in other departments when required

Example preparation table

Explicit Skills	What makes you effective in this skill?	Examples of where demonstrated
Retail based customer service	<ul style="list-style-type: none"> • You are friendly and welcoming • Have a desire to help people • Can work in a fast paced environment • Are able to think on your feet • Are confident in communicating with people at all levels • Can negotiate solutions with customers 	<p>In 3 years at local McDonalds</p> <ul style="list-style-type: none"> - Won team member of the month - Trained other team members - Supervised others - Organised children's parties
Customer service/ verbal communication	<ul style="list-style-type: none"> • You are a good listener • You can builds rapport • You makes eye contact • You have a desire to help people • You speak in a language other people can understand • Ensure customer is understood • Can negotiate with customers • Offer alternatives if can't offer what the customer wants • Follows up when promised 	<ul style="list-style-type: none"> • Met service and sales targets working for 3 years at local McDonalds serving up to 100 people per shift • Won team member of the month for getting highest number of sales per shift • Received several 'thank you' emails from customers • Delivered successful presentations at school
Team work skills	<ul style="list-style-type: none"> • Identify a common goal to work towards • Role model positive behaviour • Contribute ideas • Build on others ideas • Help others • Take lead when appropriate • Communicate frequently • Coordinate the activity of others 	<ul style="list-style-type: none"> • Were a member of the SES in working in emergency rescuing people • Volunteered at community days for SES

	<ul style="list-style-type: none"> • Check progress of others 	
Flexibility to work in other departments		<ul style="list-style-type: none"> • Worked between different teams at McDonalds • Volunteered on different crews at SES
Ability to work 7 day roster		<ul style="list-style-type: none"> • Combined volunteer, McDonalds and VCE

Implicit skills	What makes you effective in this skill?	Examples of where demonstrated
Skills remaining calm under the pressure of serving many customers at once	<ul style="list-style-type: none"> • Focuses completely on task at hand • Sets small goals • Minimises mistakes by checking details • Seeks help if possible • Seeks feedback from others about performance to improve in the long term 	<ul style="list-style-type: none"> • Met service and sales targets working for 3 years at local McDonalds serving up to 100 people per shift
A knowledge of home maintenance/ interior design		<ul style="list-style-type: none"> • Worked with parents on 2 renovations • Big fan of design magazines • Watch the home improvement shows • Go to design and art expos

Why do you want this role?

You enjoy using the skills this job requires and there is something specific that appeals about that employer

"I would really love to work for Bunnings in customer service, as I have gained a lot of experience working with at McDonalds, and really enjoyed it. I also enjoy home renovations, having helped my parents twice now."

I know that Bunnings prides itself on professional service – I can see that whenever I visit a store. I'd like to be part of that team helping customers experience the fun of home renovations.”

Your preparation table

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Why would you want this role?

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Call Centre Advisors

- Brand New Call Centre, Exciting Opportunity Too Good To Miss! Inbound Calls Only!

Love all things sports related? Want an opportunity to join a dynamic team environment with colleagues who share your passion for sport?

An exciting opportunity now exists for sports enthusiasts who possess outstanding customer service with an eye for detail! Join a dynamic team environment and enjoy working in a brand new, state of the art call centre located in Darwin!

Your positive attitude will shine through. You will easily make an excellent first impression when opening an account for new customers with your friendly, polite and professional communication skills. By ensuring that you pay attention and listen carefully to the customer's request will guarantee that they will keep coming back!

You must be adept at communicating with customers in challenging situations whilst remaining calm and assertive. You will confidently confirm with the customer the details of the request through the delivery of an accurate read back.

Your passion of all things sports will guarantee that you are up-to-date with the latest developments within the different sporting codes and maintaining awareness of the latest information and changes. You will possess an understanding of the rules of the core sports, including but not exclusive to: AFL, Soccer, Horse Racing, Rugby League, Greyhound Racing and American Sports.

You will be able to quickly recognise where an issue is beyond the remit of the role and escalate to the correct person/department and demonstrate sound judgement and analytical skills, and have the ability to recognise where a potential issues exists and escalate it immediately.

The successful applicants will be able to effortlessly conduct themselves in a manner that adheres to, complies with and supports the company's policies and procedures in accordance with the Australian Legislation.

Previous experience in a contact centre environment and betting industry is highly desirable - however fully paid, comprehensive training will be provided. You will demonstrate outstanding customer service skills, a friendly and positive attitude and be reliable, flexible and at all times maintain a professional demeanour. Must be willing to work weekends and evenings in accordance to the busy sporting calendar.



Great Bar Support/Bussie Staff Needed!

- **Training Opportunities**
- **Fantastic Hourly Rate**
- **CBD Location**

Our client is an entertainment landmark looking for fantastic support and bussie staff to join there team. This popular nightclub is located in the centre of Melbourne and boasts a busy, energetic environment. This is an entry level role so we will value friendly and outgoing personalities

Your key responsibilities will include but are not restricted to:

- Keeping the Floor clean
- Bar support
- Stock replenishment
- General cleaning

The ideal candidate for this role will have a bubbly nature, pristine presentation and strong communication skills are a must.

If you are friendly highly energetic and looking to work in a challenging and fun environment to kick start you're hospitality career this is the role for you. Experience will be well regarded but is not essential.

APPLY NOW!

Accounts/Admin Assistant

Accounts/Admin Assistant (part-time)

- Part-time role – 2 days per week
- CBD location – close to public transport
- Work with a creative and dynamic company in a supportive team.

An exciting opportunity has arisen for a bright and bubbly team player to join our award winning consultancy as a part-time accounts/admin assistant.

Who We Are

We are an award winning consultancy based in the CBD within easy walking distance to public transport, shops and great cafes. We work in a fresh and vibrant open plan office. We are a professional but friendly place to work with an active social club.

The Role

Initially an entry-level position, this is a long term role with the potential to grow for the right person.

This role will see you work as part of a small accounts/admin team. You will report directly to the Accounts Manager and Managing Director.

You will be responsible for:

- Processing invoices – entering into multiple systems, matching and resolving discrepancies;
- Managing the AP ledger and creditor files;
- Assisting with AR, month-end closing, updating asset register;
- Reporting using MS Excel; and
- General administration duties as required to assist other team members.

What you will bring to the Role

Energy, enthusiasm and a willingness to learn and pitch-in where needed.

An understanding of basic accounting processes, along with high attention to detail and strong communication & problem solving skills. The ability to pick-up new systems quickly along with intermediate skills in MS office (especially Excel & Word) is also required.

Highly regarded attributes:

- Previous experience in a similar role will be an advantage but is not mandatory;
- Experience using MYOB, QuickBooks;
- Ability to multi-task and meet deadlines.

If you think you have something to offer, don't miss out on this exciting and varied role.



Customer Service

Thomson Reuters is the leading source of intelligent information for the world's businesses and professionals, providing customers with competitive advantage. Intelligent information is a unique synthesis of human intelligence, industry expertise and innovative technology that provides decision-makers with the knowledge to act, enabling them to make better decisions faster. Through its more than 50,000 people across 93 countries, Thomson Reuters delivers this must-have insight to the financial, legal, tax and accounting, scientific, healthcare and media markets, and is powered by the world's most trusted news organization. Cleardocs is an online, Australian owned company that specialises in the provision of Australian legal documents and partners with top 20 Australian law firm, Maddocks. The Cleardocs philosophy is "clarity, simplicity, ease of use" removing complexity and delivering value to customers.

We currently have a Part Time Customer Service support position available. You'll be responsible for supporting an online legal document generation system and will deal with professionals such as accountants, lawyers and financial planners on a daily basis. Working as part of a small integrated help desk team, you'll be required to resolve both simple and complex problems via email and phone enquiries. You can find out more at www.cleardocs.com. Cleardocs is seeking to cover its helpline and customer service role from 9:00am to 5.30pm, Wed/Thur/Fri.

The key responsibilities are:

- Help line support — responding to customer enquiries both over the phone and by email and some retention telemarketing activities
- New product testing
- Preparing email communications to customers

To be successful in the role, you will need:

- excellent communication and writing skills and an excellent phone manner
- a can-do approach with attention to detail
- very good MS Word skills
- to be organised, calm and ready to take on new projects
- experience in a legal or accounting environment or in financial services would be an advantage.

Cleardocs values team work, customer orientation, flexibility and initiative. We are a small, team focussed on the business goals. We enjoy our days working in a cheerful, relaxed, and co-operative environment. We offer on-going training and development.

If you are interested by this role and have the required Knowledge, skills and experience then please apply now. Please address your application to Sophie Ratnatunga, HR Manager. Email: Please click the 'Apply Now' button below.

