



Customer Service Officer

About Us:

Established in 1962, Silvan Australia has been a pioneer in the development and the manufacture of agricultural machinery to meet the needs of primary producers in Australia & New Zealand. A family owned business, Silvan is recognised as an industry leader in the field of agricultural machinery, rural lifestyle and hardware products. Our customers are varied from primary producers, trade to DIYers.

About the Role:

We are seeking a Customer Service Officer for our Head Office located in Dandenong South. The role reports to the Customer Service Manager and is a part of a small close knit National Call Centre Team. You will be answering customer queries about our product features, applications, price and availability, while accurately and promptly processing customer orders. The capability to learn and maintain our vast product range will be extremely challenging.

About You:

You are an excellent communicator with strong interpersonal skills and a positive “can do” attitude with a desire to provide outstanding customer service both externally and internally. An eye for detail and competent computer skills are essential plus experience in SAP B1 will be beneficial. You are a problem solver who builds relationships with the customers, has the ability to multi task and enjoys working in a team environment. Our ideal candidate has several years’ experience working in a busy inbound call centre within the manufacturing industry. Familiarity with agricultural merchandise products and/or a rural background will be advantageous to securing the role. A background in automotive, large appliances or horticulture would possibly bring transferable skills.

If you are enthusiastic and committed, grab this fantastic opportunity to make your mark in a well established Australian, family owned company, **APPLY NOW** through the Seek Link.

A letter of application addressing our above key criteria, your current resume and the completed information form are all required to be considered for this position.

We will accept applications until **COB on 8th September, 2017** and only shortlisted applicants will then be contacted.

No Recruitment Agencies please.