

Customer Service Coordinator

Full-time, Knoxfield

We are looking for a highly motivated team player with strong administrative skills and a customer service focus to join our Knoxfield office.

- Great opportunity for a proactive self-starter
- No two days are the same
- Interface with all levels of the business and our customers

At ECOTECH, we believe together, we create solutions that shape the future. We do this by working with our customers to provide bespoke solutions by designing, manufacturing, operating and supplying sophisticated monitoring equipment.

www.ecotech.com

For over 40 years ECOTECH has pioneered innovative solutions in environmental monitoring for air, water, gas, blast, particulate and dust. Headquartered in Australia, we now operate in more than 80 countries, manage over 500 real-time environmental monitoring sites and are certified to internationally recognised quality standards.

Responsibilities:

- Build strong rapport with all internal and external customers.
- Manage Salesforce workflow administration process from booking to dispatch including quotes, invoicing and transfer orders in Pronto with high standards of accuracy
- Take a lead role in management of monthly accounts and invoicing in Pronto
- Provision of quotations to customers under direction of Branches and management personnel when required
- Ensure all sales opportunities up to date in Salesforce
- Responsible for the management of the Customer Services stock and rental equipment registers. Including internal processes, stock discrepancies of <2%
- First point of contact for customers, including answering incoming phone calls
- Manage Customer services contracts & purchase orders received from customers, including order entry and billing cycle
- Manage Service & Calibration equipment book in and shipment
- Ensure all Ecotech policies are followed in an efficient, diligent and timely manner
- All work and duties are to be performed in accordance with relevant state OH&S Acts and associated safety regulations, standards and codes of practice

What will impress us?

- Deliver under tight timeframes with high level of detail
- Ability to work autonomously and confident in communicating with stakeholders interstate
- Sound level of computer literacy including MS office applications, previous ERP experience is advantageous
- Excellent customer service skills and a friendly professional manner
- Adaptable to changes in job priorities.

If you have the relevant experience and want to be part of a passionate team in the environmental sector, please submit your resume and covering letter to Nikki Constantine at Nikki.constantine@ecotech.com

ECOTECH is an equal opportunity employer.

Applications close: 10.7.19