

POSITION VACANT:

CUSTOMER SERVICE ASSISTANT



Burnie Brae currently has a vacancy for positive and passionate Customer Service Assistant to join our team on a full-time, 12 month contract.

Our Customer Service Assistants provide customers with seamless access to current information about Burnie Brae and our suite of community services. We offer Home Care Packages, Home Maintenance, Home Care and Transport services as well as a range of services at our Community Centre include hair dressing, travel consulting and a range of activities (just to name a few!).

This role will be based in our Home Maintenance team which assists our clients with organising any maintenance and modifications they require within their homes. This service allows our clients to be looked after by reasonable and trusted contractors as well as gain access to government funding so our clients only incur the cost of a subsidised fee for work completed.

Your main responsibility is processing maintenance requests which includes:

- contacting contractors
- help facilitate the quoting process
- conduct quality assurance calls with clients to ensure they are satisfied with the work that has been completed
- offering assistance to clients at all stages of the process

You will also answer general enquiries and assist with the internal processing of invoices.

This role is very rewarding as clients are greatly appreciative of the extra support when organising repairs and modifications as this can be a stressful time. Burnie Brae holds strongly to the value of customer focus so this role is centred around helping people to get the best outcome. This role also offers great variety as no two clients or homes are the same!

To be successful in this role, you need to have a passion for customer service and community services/aged care. As this is a phone based role, you need to have great phone manner and willingness to assist our clients any way you can. This role sits within a team so you must be a team player. Our service is ever growing so an eagerness to learn and being adaptable is key!

See over..

You will particularly catch our eye if you:

- Have experience in a call/customer service centre or;
- Have a customer service or practical trade background with a demonstrated interest in community services/aged care or;
- Have experience in the community services/aged care field and are looking to expand your career.

About Us:

A not-for-profit organisation, Burnie Brae offers a suite of community services including Transport, Homecare, Home Maintenance, Day Respite, Member activities and more. We are passionate about delivering excellent customer care and support services and this could be your opportunity to join us in achieving our Vision of "a socially connected and healthy community". Our employees are the key in making our vision a reality!

Don't miss this fantastic opportunity to be a part of a leading provider of innovative and client centred support services in the Brisbane North region.

VISION

A socially connected and healthy community

MISSION

To build strong community connections by providing quality health, lifestyle, and wellness services

VALUES

Compassion – Customer Focus - Quality - Integrity

BENEFITS

- Staff discount at our onsite Café and hair salon
- Free membership to our onsite gym
- Salary packaging options
- Staff discount to onsite massage services
- Free membership to the Burnie Brae Member Centre including the staff loyalty program
- Opportunities for growth and progression as we advertise all vacant positions internally

HOW TO APPLY:

Please send your application, including a Resume and a Cover Letter detailing why you are the best person for this role, to hr@burniebrae.org.au