

Customer Service

Location; Truganina, Melbourne VIC

Employment type; Full time

The role

Based in Truganina, as part of a larger, national team, your role will be to help both existing and new customers to purchase Certex Lifting products and services, and assist in developing product solutions. This is a customer service and internal sales role – there is no cold-calling, or business development required (although enthusiasm for growing our customer base will not be discouraged) this includes:

- Managing sales enquiries within the branch, including via email, phone and counter sales.
- Quoting, processing of customer orders, raising purchase requisitions.
- Following up quotes and closing sales.
- Ensuring customer enquiries are actioned in a timely manner.
- Building strong relationships with both customers and suppliers.
- Working closely with the service and production team to ensure end-to-end customer satisfaction.
- Supporting warehouse operations as required, including assisting with shipping, pick-packing, and stocktakes.

What we are looking for - Must Haves

- Customer service experience.
- A current driver's licence.
- Have the fitness and strength to safely lift and move up to 25kg on a reasonably regular basis.
- You are willing to undergo a pre-employment medical, including drug and alcohol screening.
- You have the legal right to work in Australia on a full time, permanent basis.

What we are looking for – Nice to Have

- Experience in an industry related to rigging, lifting, or height safety, such as mining, construction, wind-power, or freight logistics.
- Experience in internal sales.

Who we are looking for

- This is a customer-focused role so excellent written and verbal communication skills are required.
- You must have excellent time management skills – able to prioritise work to meet customer needs, and ensure quotes are followed up and sales closed within deadlines.
- A solution-focused attitude towards managing problems.
- You work well in a team environment, and you are willing to pitch in and support others when needed.
- An interest in learning about the rigging, lifting, and height safety industry.
- Comfortable with computers and using sales and logistics software such as an ERP (Ideally Microsoft Dynamics Business Central).
- Excellent communication skills – being clear and keeping the right people informed.
- Interested in learning and growing your skills, and adept at learning and applying learned knowledge.
- You know how to make things happen – you are adaptable and able to find solutions.
- You are far-sighted – understanding the impact of your actions on the future and acting to prevent future issues.
- You are good to work with – considerate, professional, and courteous towards others.

Why this is a good opportunity

With over 125 employees spread across ten Australian sites, Certex Lifting is one of Australia's largest lifting equipment and service companies, with a far-sighted focus on sustainable growth.

We pride ourselves on being good to work with, and this translates to a friendly, open, and comfortable company culture.

We are committed to providing opportunities for development to employees to ensure they have the confidence and know how to provide superior customer outcomes and want to be a long-term part of the team.

You can enjoy your weekend freedom! Work Monday to Friday 8:00am to 4:00pm.

How to Apply

If you believe you have what we are looking for and want to be part of the team, [**apply online now.**](#)