

Customer Service / Administration

Employment Type: Full Time

Location: Kalgoorlie WA

Who we are

Certex Lifting supplies lifting equipment, steel wire rope, height safety, and other lifting solutions, alongside connected services including testing, maintenance, assembly, and installation of lifting products for industrial applications in a wide range of industries.

As part of an integrated group with over 20 Australian sites across 7 strong brands, we are one of Australia's largest providers of lifting equipment solutions, with a far-sighted focus on sustainable growth.

The Role

Based in Kalgoorlie as part of a larger, national team, your role will primarily be to help customers to purchase Certex Lifting products and services, alongside general administrative work, and working closely with the Sales and Service teams to ensure end-to-end customer satisfaction. This is not a sales role – there is no cold-calling, or business development required.

Your responsibilities will include:

- Responding to and directing customer enquiries within the branch, including via email, phone, and in-person.
- Processing customer orders and facilitating delivery and payment.
- Raising purchase requisitions and stock transfers.
- Keeping customers up to date on the status of their order, and helping to solve logistical problems.
- Working closely with the Sales and Service teams to ensure end-to-end customer satisfaction.
- Assisting the Service Coordinator with mobilisation of onsite techs, with support from national administration teams.
- General administrative support for the branch such as booking vehicle servicing, purchasing kitchen supplies, note-taking at team meetings, and supporting the branch manager with reporting.

- Supporting warehouse operations occasionally, including assisting with logistics, order packing, and stock takes.

What we are looking for

- Effective written and verbal communication skills.
- Customer service experience or customer-oriented administration experience.
- Experience in a heavy industry, ideally rigging, lifting, or height safety, such as mining, construction, wind-power, or freight logistics.
- A current driver's license.
- The fitness and strength to safely lift and move up to 20kg when required.
- 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.

Who we are looking for

- You are just as happy to pick up the phone and talk to customers as you are emailing them.
- Excellent time management skills – able to prioritise work to meet customer needs.
- 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 safety and learning about the rigging, lifting, and height safety industry and its products.
- Comfortable with computers and using sales and logistics software such as an ERP (Ideally Microsoft Dynamics Business Central).
- 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

This is a residential role with a life-friendly Monday-Friday, 38 hour week, daytime-only roster. No 12 hour days, no FIFO, no long commutes to site.

This is one of our leading branches, with highly skilled, industry-leading employees that are committed to safety, and enjoy working together.

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

We prioritise promotion from within, and encourage cross-function skills development, so you can progress your career within the company or the wider group, in the direction most suited to your skills and goals.

How to apply

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

If you want an opportunity to showcase your excellent communication skills, we encourage you to include a cover letter.