

Customer Service

Location: Port Hedland

Employment Type: Full time

Certex Lifting supplies lifting equipment, steel wire rope, height safety, and other lifting solutions, alongside connected services including testing, maintenance, and assembly of lifting products for industrial applications in a wide range of industries. With over 125 employees spread across ten Australian sites, Certex Lifting is one of Australia's largest lifting equipment and sales and service companies.

Are you an organised, dedicated, and customer-focused person who can communicate effectively and wants to learn? Then we want you to join our team!

- Opportunity for career growth and development in various departments
- Internal sales and customer service – not a business development role

The role

Based in Port Hedland, 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.
- 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 B2B sales and customer service.
- A current driver's licence.

Who we are looking for

- This is a customer-support role in a technical field, so excellent written and verbal communication skills are required – including the ability to accurately read and write part-numbers.
- 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 rigging, lifting, and height safety products and their applications in various industries.
- Comfortable with computers and using/learning sales and logistics software such as an ERP (Ideally Microsoft Dynamics Business Central).
- You communicate effectively – being clear and keeping the right people informed with the right information.
- 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.

How to apply

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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.