

Customer Service

Employment type- Full Time

Location- Bibra Lake

The role

Based in Bibra Lake, 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:

- Facilitating 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 Service & Production , Purchasing, and Warehouse, to ensure end-to-end customer satisfaction.
- Supporting warehouse operations as required, including assisting with logistics, pick-packing, and stock takes.

What we are looking for - Must Haves

- Customer service experience.
- Experience in an industrial or trades environment, or an industry related to rigging, lifting, or height safety, such as mining, construction, wind-power, or freight logistics.
- The fitness and strength to safely lift and move up to 25kg on a reasonably regular basis.
- Willing to undergo a pre-employment medical, including drug and alcohol screening.
- The legal right to work in Australia on a full time, permanent basis.

What we are looking for – Nice to Have

- A current driver's licence.

- Experience in B2B sales and customer service.

Who we are looking for

- This is a customer-support role in a technical field, so good 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

We are committed to providing opportunities for development to employees to ensure they have the confidence and knowhow to provide superior customer outcomes and want to be a long-term part of the team. Employees with the right attitude and aptitude will be considered for opportunities to develop and broaden their skills such as:

- Involvement in national committees and work groups.
- Inter-branch and inter-company relocations or secondments.
- Internal development programs.
- Ongoing training and support to gain relevant qualifications.

We work to identify skills and interests to develop career paths within the business, and career progression isn't limited to customer service. Future development paths are broad

and may include technical service work, external sales, operational support roles, and supervisory/management roles.

How to apply

If you believe you have what we are looking for and want to be part of the team, [APPLY ONLINE NOW.](#)