

Customer Service Representative

Nikpol Pty. Ltd. is a National family owned company shaping interior design trends through our high quality environmentally preferable products. Nikpol leads the way in decorative and storage solutions for both domestic and commercial applications in the area of decorative surfaces, specialised hardware, domestic home appliances, drawer systems and hinges.

Nikpol is looking for an energetic, organised and emotionally resilient **CUSTOMER SERVICE REPRESENTATIVE** to work in our growing Customer Service Department.

What we offer:

- Permanent/Full Time Opportunity
- Competitive Salary
- Immediate Start
- Early finishes on Friday's.

The role reports to the Customer Service Manager and includes:

- Respond to counter and telephone sales enquiries from external customers, as well as internal staff.
- Upsell Nikpol's broad range of products and promote the marketing campaigns.
- Prepare and process all sales orders and log requirements into the system.
- Scan and email orders, dispatch and queries to outsourced companies and external customers.
- Assist with processing all dispatch documentation for the Warehouse.
- Liaise and communicate with key customers regarding production lead times and delivery enquiries.
- Update and maintain the Dashboard on a daily basis.
- Manage work priorities.
- Address customer enquiries, ensuring all customer concerns are dealt with tactfully and resolved quickly.
- Produce Daily and Monthly reports.

You will be:

- Technically savvy with a high attention to detail.
- Able to learn product codes and product technical data quickly.
- Strong computer skills.
- Excellent customer service skills
- Telephone and counter sales experience
- Proven skills in managing the sales process and building customer relationships.
- High energy, resilience and excellent planning and organisational skills.

To Apply: please forward your Resume and Cover Letter to Lerita via email below:
Lazizi@nikpol.com.au

Application closing date: 6th May 2022.