

Client Services Specialist

Hays | Banking • Sydney CBD NSW



Base pay

\$25 - \$35 / hr



Work type

Full time



Contract type

Temporary

Job details



Date posted

10 Aug 2021



Expired On

05 Jul 2022



Category

Banking, Superannuation & Finance



Occupation

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Full job description

This market leading organisation are a subsidiary of a Big 4 Bank in Australia and specialize in providing finance solutions for Healthcare professionals. They are interested to hear from reliable, organised and hard-working individuals to join their After-Sales team, in order to support the Team Leader and wider team with Client Requests and Administration, from a customer service and Administration perspective.

Your new role

As a Client Services Specialist, you will be responsible for providing support to the sales team with regards to client requests and queries. This will involve taking inbound calls from customers relating to general enquiries, fund transfer requests, client feedback and complaints. This role will also include various administration duties such as regular reporting, alongside managing online services for customers. Within this role, you will be required to follow standard operating practices to ensure consistent and accurate outcomes, as well as ensuring compliance with external legislation and internal operating policies.

What you'll need to succeed

To be successful in this role, you will ideally have experience within the Financial Services industry and will also have demonstrated experience within customer service and administration. Key Skills required for this role:

- Strong written and verbal communication
- Have the ability to build strong relationships
- Be process driven, with a high attention to detail
- Demonstrate the ability to take ownership of tasks, using your own initiative
- Advanced Excel skills and can quickly adapt to new systems

What you'll get in return

A fantastic opportunity to develop your career within a leading Big 4 organisation firm, gaining experience likely to grow your career. You will earn a competitive salary and be exposed to potential future progression opportunities.

What you need to do now

If you're interested in this role, click 'apply now' or forward an up-to-date copy of your CV to Amelia.Hubbard@hays.com.au

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