TRAINEE CUSTOMER SERVICE OFFICER

CRANES is an organisation working for people to live the life they choose. Covering the Clarence Valley region, our customers include children, adults, and families, in fact anyone who thinks we have something they would like or need.
We are currently seeking a bright and enthusiastic candidate to undertake a 12-month Traineeship in Certificate III in Customer Engagement based at our head office in Grafton.

As Customer Service Officer (Trainee) you will provide a full range of customer services support both internally and externally by being the first point of call to all. Your role will be inclusive of a full range of administrative support so you will need to have proficient computer skills to perform the role.

The successful candidate will be an enthusiastic person who is keen to learn, savvy and energetic, with a cheerful 'can-do' attitude. You will need confidence to deal directly with our customers and provide support to all CRANES team members. In-house and formal traineeship training will be provided.

About You;

- Customer service experience would be desirable
- Confident attitude with the ability to take ownership of the role
- Jumps on board as a Team Player
- Excellent listening, written and verbal communication skills
- Professional personal presentation at all times
- Proven time management and organisational skills
- MS-Office Excel, Word, & Outlook skills to Intermediate Level

Please note:

National Training Wage applies to this fixed-term position.
The successful candidate will be required to undergo an Australian National Police check, and a Working with Children Check, prior to confirmation of appointment to the position.

The successful candidate will also be required to demonstrate entitlement to work in Australia, and to disclose any pre-existing injury or disease which may be adversely affected by undertaking the inherent requirements of the position.
CRANES is a non-smoking work environment.

To obtain an application pack please visit www.cranes.org.au
or contact Sue Ting on 02 6642 7257.

Closing date for applications is Friday 17th July 2020.

First People (Indigenous Australians) are encouraged to apply.