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Creating safe, healthy + productive workplaces

## Customer Service Co-ordinator

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JTA Health, Safety + Noise Specialists is a leading, independent OHS/WHS consultancy that has been using best practice strategies to provide clients with timely, effective and cost efficient solutions since 1988.

Our team is recognised for being highly motivated and hardworking and our company is built on energy, passion, knowledge and professionalism – we want like-minded people to join us.

JTA have created a friendly environment that provides ongoing training and support to its employees. If you're enthusiastic, energetic and ready to stand out in a dynamic and fun sales environment you could be our perfect match.

### The Role:

Customer service, co-ordination and support to our Key Account Managers. You will work closely with both internal and external customers in order to ensure the company's overall strategic goals are met and a high level of customer satisfaction is achieved

### Responsibilities & duties of this role include:

- Developing a thorough understanding of the range of services available.
- Attending to customer requests and enquiries.
- Liaising with clients, sourcing information and quoting where necessary.
- Preparation of quotations for clients
- Project Managing services to ensure client timelines are met.
- Sales development & growth through development of strong relationships with clients, up selling services and lead generation.
- Managing and updating the contact database, sales reporting and General Administration duties when required.

### Skills Required:

- Excellent phone manner and communication skills - both written and verbally
- Exceptional attention to detail
- Driven individual who can manage many tasks and activities simultaneously and have flexibility to adapt to changing priorities
- Possess strong planning and organisational skills
- Ability to learn and follow the company's sales strategies, principles and methodologies to produce results
- Customer service minded and able to also work effectively in a team environment
- Enthusiastic and energetic attitude to dealing with customer needs
- A moderate understanding and knowledge of Microsoft Word, Excel is essential. Experience with Microsoft Access would also be beneficial.
- Experience with account management, sales or OHS background will be looked upon favourably

If you believe you are the person we're looking for and want to join a team of like-minded individuals, please email your resume to: [careers@jta.com.au](mailto:careers@jta.com.au)

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