

(creditor)watch



# Customer Service Consultant

Job Description

## CreditorWatch – Customer Service Consultant

### **About the Company:**

CreditorWatch ( the Company ) is a prominent Australian credit reporting bureau that manages the credit files of over 55,000 commercial businesses in Australia. It is a subscription-based commercial company.

CreditorWatch has grown to be recognised as one of the country's most innovative customer-centric credit bureaus in Australia, dedicated to attracting and caring for the best in the business while acting with enduring passion for its customers, and with a reputation for meeting market expectations as we continue to deliver nurturing and solutions-based customer excellence.

At CreditorWatch, we are dedicated to providing employees with the premier professional training, equipment, mentoring and support to optimise the success of every individual who joins our business.

CreditorWatch has a reputation for employing people hold a 'can-do' attitude, and who will appreciate being part of an accountable, high-performance culture.

### **Reports to:**

This role reports directly to the Customer Success Manager within the Customer Experience Team

## **Your Stakeholders:**

### Internal:

- Corporate Sales Team
- Development Team
- Marketing Team

### External:

- CreditorWatch Customers (Users)
- Non-Customers

## **The Role:**

The Customer Success team focusses on providing support to all CreditorWatch customers which number in the thousands. A Customer Success Consultant is required to support customers with in-bound enquiries via phone, live-chat and email, spread over different geographies.

Secondary objectives include out-bound activities to assist online members in unlocking their account by updating and charging their credit card details to hit team and company targets. In addition, you will proactively provide suggestions for continuous improvement to team processes, help centre management and ongoing reviews of customer feedback with the goal being to provide the team autonomy and improve the overall customer experience.

## **Your Impact:**

A successful Customer Success Consultant will have the following positive impacts;

- Drive customer satisfaction via positive NPS engagement
- Effectively communicate with internal and external stakeholders

**Responsibilities:**

- Processing sales by unlocking accounts
- Respond to all inbound enquiries through phone, live chat and email within expected timeframes
- Review customer feedback
- Help Centre management
- Positive customer engagement

**Knowledge and Experience**

- 1+ years customer service experience
- Strong time management skills

**Benefits**

- Fun, friendly, casual working culture
- High performing and supportive team
- Great work/life balance
- Personal development and growth opportunities
- Free membership to Fitness First locations around Australia
- In office ping-pong table
- Fully stocked kitchen and bar
- CBD location

We offer a fantastic culture with open communication and rewards and recognition that include probation celebrations, all-staff birthday and service anniversary celebrations.

We are an equal opportunity employer and we are committed to excellence through diversity. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status, veteran status, or disability status.