

## **carbonTRACK Customer Experience Consultant**

*At carbonTRACK, we are changing the way people use and understand energy. We envision a world where energy is consumed sustainably, shared fairly, and empowers all people.*

*With our energy management hub and app, we make people's lives more sustainable by helping them to use less energy, and easier through smart home automation.*

We are currently seeking an outstanding candidate to join our team as a **Customer Care and Energy Consultant**.

The successful applicant will manage customer enquiries, offer advice on energy efficiency improvements and may also need to assist colleagues with special projects or cross-functional initiatives. You will be a change agent within the team and assist management in implementing customer experience and operational improvements in the business.

This is a small, cohesive team with strong corporate values and a vision to grow substantially. In this rapidly moving environment, all members of the team need to remain agile and focus on solving issues to benefit customers.

We believe we can help all Australians use less energy and save more on their electricity bills. Your job will be to understand the challenges faced by each customer and recommend the best solution for them.

This is a full time position with an immediate start for the successful applicant.

### **Key responsibilities of the role:**

- Assist customers and resellers with product enquiries;
- Understand and explain energy information, providing advice on efficiency opportunities;
- Manage customer expectations and negotiate favourable outcomes, where required;
- Maintain customer records and proactively follow up allocated cases;
- Resolve outstanding items within required timeframes;
- Complete ad hoc administrative and scheduling tasks;
- Complete occasional research and desktop analysis reports for customers; and
- Contribute to customer experience development.
- Ability to upsell/cross sell company products and services.

**Ideally, the candidate we are after will:**

- Have an excellent phone manner and writing skills;
- Have sales and or customer service experience;
- Be highly organised and calm under pressure;
- Be agile, resilient and able to prioritise tasks; and
- Be solutions oriented.

**What we offer:**

- Reward & Recognition Program
- Monday -Friday, 8.30am – 5:00 pm workday
- Convenient location in Hawthorn, close to Hawthorn Station and trams
- Career progression internally as we grow
- A supportive and passionate team
- The chance to make a real difference in people's lives and make sustainability accessible to all

If you're looking to grow within a forward thinking & progressive organisation, wanting to start your career in Customer Service then this is the ideal career opportunity for you!

**To be considered, submit your application online here:**

<http://www.carbonTRACK.com.au/careers>