

## Customer Service Officer

Australia-wide  
Ongoing Full Time

### Description

Convo Australia's mission is to connect humans through innovative and technical communication solutions shaped by cultural experiences. We are a Deaf-owned, Deaf-operated, and we are seeking a like-minded and passionate individual to join our team as a Customer Service Officer to support a new and growing company that aims to deliver the best video interpreting services in Australia!

Convo Australia is an equal opportunity employer and we welcome **everyone** to our team. If you need accommodations during the application or interview process, please let us know.

At Convo Australia, we redefine what it means to give back. We are all about elevating our community to new heights, and this is not possible without people who share the same passion for our culture and identity. If you feel we're the place for you, then join us and help us make a difference!

### Position Summary:

Our Convo Australia's Customer Support Officer is the first point of contact for our customers and provides advice, information to enable customers to get the best experience. From helping customers setting up their accounts, collecting feedback to discussing invoicing and technical support, we aim to provide a positive customer's journey through our service.

The successful applicant will be responsible for customer services and sales as well as sourcing and onboarding new customers. The role will be based anywhere in Australia and requires reliable internet connectivity.

### Key responsibilities:

- Responding to customer's enquiries through LiveChat, email, video calls and videomails, providing high quality service and support.
- Supporting/ educating customers to use technology, assisting with any issues and ensuring customers get most of the app for their benefit.
- Being an Ambassador for Convo Australia through community events, public presentations, networking and more.
- Prepare and develop information resources and processes to ensure positive customers' journey.
- Undertake other duties as required.

**Essential Skills & Knowledge:**

- Experience in customer service/ sales support, including negotiating and managing conflicts;
- Ability to troubleshoot, investigate issues and offer solutions;
- Fluent in Auslan and have good English competency;
- Experience in developing information resources;
- Experience in or knowledge of the Deaf community;
- Tech-savvy, confident using software and systems (including Customer Relationship Management) and assisting others in use;
- Excellent organisational skills with exceptional time management;
- Creative, innovative; and
- Self-starter, self-motivated and able to work autonomously.

**Advantageous additional Skills and Knowledge:**

- Experience of Business to Business Sales;
- Ability to generate and build commercial relationships;
- Prospecting and lead generating experience; and/or
- Experience presenting to commercial clients.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**Salary Range**

Between \$50k - \$55k depending on experience (plus superannuation and work at home allowance)

**Please provide your cover letter and CV via [www.convoaustralia.com/careers](http://www.convoaustralia.com/careers) 'Join our Team'.**