

CUSTOMER SERVICE REPRESENTATIVE



Company: SOFATECH
Vacancy: Customer Service Representative
Job Situation: Permanent Part Time (Intermediate)
Hours: 35 per week - which could possibly increase to 40hrs full time
Working Hrs: 9.00am – 3.30pm (Mon – Fri)
Region: Auckland (Albany)
Salary: Competitive. To be discussed at interview stage

ABOUT US:

Sofa Tech has been operating since 2017, specialising in high-quality and mobile furniture repairs, sofa recolouring and leather rejuvenation across the Bay of Plenty and beyond. Our service radar is constantly growing and now reaches **Auckland, Waikato, Bay of Plenty, Christchurch and Wellington**. We are fortunate that our company has consistently grown and has given us the capabilities to bring on extra staff and train them to be the best in the industry.

We are 100% mobile and offer our services to large chain stores as well as private customers. In the next few years, we aim to expand our service to almost every town and city in New Zealand. That's us in a nutshell!

ABOUT THE ROLE:

We are currently seeking a permanent part time **Customer Services Representative** to join our fun close-knit team.

We have service technicians that need organising! Your job will be to process the customers enquires. Then to book our technicians to complete the services required. You will need to be New Zealand geographically savvy. You will also be processing reports provided by the technicians and relay these back to the customers.

We provide full training for the right candidate. **PERSONALITY, ATTITUDE, AND RELIABILITY** are far more important to us then qualifications.

Duties and responsibilities will include but are not limited to:

- Answer and reply to all incoming communications in a prompt manner
- Processing Customer queries and quotes for Big Chain Furniture Stores and Private Customers.
- Enter all job bookings into Tradify
- Processing of service jobs to invoicing stage
- Daily entry of technician's timesheets
- Daily/weekly/monthly reporting
- Accurate & timely debtor invoicing to customers
- Monitoring and maintaining branch work in progress to expected targets
- Assisting with warranty work order processing and closing
- Any other administrative duties as required

To be considered for this role, you must have the following attributes:

- Proven experience in a customer service
- Intermediate- Microsoft Office ability
- Great written and verbal communication skills
- Excellent relationship building skills with customers (*this is very important*)
- Self-motivated and adaptable (*this is very important*)
- Impeccable time management and organisational skills
- Bright, outgoing personality with a positive outlook and strong team-working bias
- The ability to deal with difficult customers in a calm and friendly manner while remaining professional and calm

This is an excellent opportunity to work for a hardworking yet fun company and utilise your existing skills and knowledge and contribute to a team who are results focused. If you are confident, driven and proactive and looking for a new opportunity then apply now!

Check us out on <https://sofatech.co.nz/>. Please email Michaela@sofatech.co.nz with a brief cover letter and your CV.

Applicants for this position should have NZ residency.

Application closes 20th May 2022.