

# Customer Service Officer (On-Site)

Rollease Acmeda  
Melbourne - Broadmeadows  
Call Centre & Customer Service  
Customer Service - Call Centre  
Full time

Rollease Acmeda is a leading innovator in precision hardware, specialised fabrics, and premium motorisation for the development of interior and exterior window covering systems. We strive to provide comfort, energy savings and safety with our light management and shading solutions using cutting-edge technology, highly engineered systems and advanced automation. We are passionate, customer focused, innovative, action-oriented, and respectful people, who for over 40 years have designed and delivered exceptional products keeping us at the forefront of market leading design.

We are seeking a Customer Service Officer who will manage customer enquiries whilst ensuring the Company's requirements for profitability, efficiency, and safety are maintained.

This position is responsible for maintaining a quality, timely, accurate, and efficient order fulfilment service.

## Key responsibilities

- Responsible for domestic and export customer base including end to end documentation processes,
- Timely and accurate order entries, processing of invoices and credits ensuring customer service is maintained,
- Proactively advises customers of any impending delivery issues and devises strategies to minimize adverse customer reaction (as advised by Customer Service Team Leader or Manager),
- Coordinate sales orders with the inventory and dispatch teams ensuring orders are delivered according to customer requirements,
- Resolve customer issues timely and effectively,
- Knowledge and understanding of customer trade agreements, ensure pricing and discounting hierarchy adherence,
- Ensure customer credit requests are investigated and processed timely and in accordance with the company Credit Policy and Procedure,
- Manage daily telephone enquiries and assist with reception relief as required,
- Work in accordance with customer service processes,
- Work with the team on continuous improvement of processes,
- Reaction [as advised by Customer Service Team Leader or Customer Service Manager].
- Other duties as may be required from time to time; the incumbent is expected to contribute to the full extent of their skills and abilities.

## Key requirements

- Administration experience with a customer service focus,
- Excellent interpersonal, communication and negotiation skills, including telephone manner,
- Computer literate – Microsoft Outlook, Microsoft Office (Excel, Word),
- Experience in managing orders in an ERP system,
- Proven ability to interact with a range of stakeholders internal and external,
- Demonstrated ability to provide a high level of customer service with a resilience to working under pressure and adapting to change,
- Sound problem solving and decision-making skills with the ability to plan and prioritise tasks.
- Export experience including raising documentation and knowledge of incoterms would be highly regarded.
- Exhibit Company Core Values of being **Customer Focused, Innovative, Action Oriented, Passionate, and Respectful**.

If this sounds like you, please submit your Cover Letter and Resume via email to [humanresourcesau@rolleseeacmeda.com](mailto:humanresourcesau@rolleseeacmeda.com)

We look forward to receiving your application.

*Rollesee Acmeda is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. We are committed to the principles of equal employment and gender equality opportunities. We aim to recruit a diverse range of people with a diverse range of talents.*