



About Audika

Audika is a world leading healthcare group that offers solutions and services to help people with hearing loss connect and communicate with the world around them.

They sit as part of the wider Demant Group and have over 14,000 staff in more than 30 countries across the world. Audika are predominantly Australia and New Zealand based and have over 400 clinics in both metro and rural locations

A rapidly growing company, Audika have an existing large and diverse team of highly skilled professionals, and are always looking for more talent people to support their continued development. They have an excellent team culture and offer great benefits including a competitive industry salary, ongoing training and development, and career progression.

About the role

- Excellent and comprehensive training will be provided, ensuring you have all the tools you need to succeed
- You will be performing outbound calls providing a free and valued service to customers. You will make customers aware that they are eligible for a free hearing test, with the aim of getting them booked in for an appointment at the end of the call
- You will work towards and achieving KPIs on a daily, weekly and monthly basis. These KPIs are reasonable and have been set to be achievable
- You will need to quickly build rapport with the customer
- You will use multiple systems when speaking on the phone
- You will be supported in a brilliant team environment

Who you are

You will be a confident team player who can contribute to the positive culture of the organisation. You will be someone who thrives in a fast-paced environment and brings a can-do attitude to work every day.

Additionally, you will have the following key skills:

- Previous experience in customer service and/or administration
- Exceptional verbal and written communication
- Ability to transfer information in a clear and timely manner
- Ability to confidently navigate multiple systems at a time
- Motivation to work towards and achieve KPIs
- A confident and personable phone manner
- Hold a current National Police Clearance (NPC) or DHS/DSCI clearance