



About Service SA

Passionate about providing exceptional service to their customers, Service SA is committed to bringing high-quality training and support to their staff, not only on initiation, but also through continuous avenues of learning and development.

With 12 metropolitan and 9 regional sites across South Australia, Service SA provide access to a range of registration, licensing, and payment services in-person and online to the community.

This is an excellent opportunity to join an organisation that is passionate about their people.

About the role

You will:

- Assist customers both face-to-face and over the phone
- Process a variety of transactions in an accurate and timely manner
- Provide customers with relevant information or direction as needed
- Ensure customers' needs are met at first point of contact
- Excellent and comprehensive training will be provided, ensuring you have all the tools you need to succeed
- You will be supported in a brilliant team environment

Who you are

You will be a dynamic and enthusiastic individual who thrives working in a fast-paced environment and supporting a diverse customer-base.

Additionally, you will have the following key skills:

- Proven experience in a fast-paced face to face customer service role
- Experience in a contact centre environment desirable
- Excellent administration and communication skills
- Ability to multitask while maintaining high accuracy with transactions
- Demonstrated ability for fast learning and long-term retention of information
- Ability and willingness to work both in a team as well as autonomously
- Hold a current National Police Clearance (NPC) and DHS/DSCI clearance
- Must be available to commit to 6 weeks full time training on commencement of the role
- Must have flexibility to work up to full-time hours as required