

Customer Service Representative

- Great Culture - our people are our most valuable asset.
- Dynamic Team - fun, energetic and supportive
- Career Opportunity - within a growing Australian business
- Brand new office with ample onsite parking!
- Full time position, 38 hours per week
- 8:30am - 5pm Monday - Friday

Join our Vibrant Team as a Customer Service Representative - Unleash Your Potential in a growing company!

Are you ready to take your career to new heights and become part of an exceptional company? Look no further than Ingredients Plus and Australian Wholesale Oils, a leading distributor of ingredients to the Beauty Care, Health Care, and Homecare Industries in Australia and New Zealand. We are passionate about providing flexible, reliable, and trusted solutions, and we believe that success is achieved through continuous innovation, enduring partnerships, and a dedication to exceptional service.

The secret ingredient to our Ingredients Plus team is our passion & desire for success driven by innovative concepts and commitment to service. Our team is extremely engaging, and the working environment is a supportive & encouraging.

Reporting to the Stock Control Manager, based in the Mount Waverly office, this role will be an integral member of our Operations team & will be instrumental in our next phase of business growth.

Key responsibilities include:

- Maintain and update customer information on the company's customer database
- Process customer orders accurately and efficiently.
- Work closely with our commercial and operations team to ensure timely delivery of products and services.
- Assist inbound customer enquiries including pricing, freight charges, stock availability, freight delays, stock returns and coordinating sample.
- Amend customer orders as required.
- Manager communication with customers with updates with their orders and any changes or delays
- General office site support.
- Liaise with commercial team in relation to new or potential customers or opportunities with new and/or existing customers
- Liaise with Warehouse with any changes to orders
- Acquire a knowledge of IPs product and service offering and its competitor products.
- Build customer relationships.
- Participate in customer service training and attend company meetings.

The ideal candidate will possess:

- Proven experience (3-5 years) preferably in the ingredients industry
- Salesforce experience desirable
- Excellent communication skills, both written and verbal.
- Strong attention to detail and accuracy.
- Ability to multitask and prioritise competing demands in a fast-paced environment.
- Proficiency with Microsoft Office and experience using CRM software.
- Highly motivated and able to work independently as well as in a team environment.
- A flexible, “can do” attitude.
- Interest in developing commercial experience.

Benefits and Culture

At Ingredients Plus, we value and reward our exceptional team members. When you join us, you can expect:

- A competitive remuneration package.
- A comprehensive induction and training program designed to set you up for success.
- Company Bonus scheme.
- A fantastic team culture that promotes collaboration, support, and camaraderie.
- Ample opportunities for career advancement within our growing team and company.
- Onsite parking

In return for your experience and expertise, we offer a working environment that is not only fun and professional but also clean and engaging. Our team-building events and strong employee engagement plan ensure that you'll feel valued and connected every step of the way.

Take the Next Step in Your Career - Apply Today!

If you possess the drive and passion to succeed and are eager to advance your career, seize this opportunity to join Ingredients Plus. To apply, click the apply. Together, let's unleash your potential and create a future filled with growth and success.