

Customer Service Representative/Sales Support

- **Great Culture:** Our people are our most valuable asset.
- **Dynamic Team:** Fun, energetic, and supportive.
- **Career Opportunity:** Within a growing commercial Australian business.
- **Full-Time Position:** 38 hours per week.

Join Our Vibrant Team as a Customer Service Representative/Sales Support - Unleash Your Potential in a Growing Company!

Are you ready to elevate your career and become part of an exceptional company? Look no further than Ingredients Plus, leading distributors 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, believing that success is achieved through continuous innovation, enduring partnerships, and a dedication to exceptional service.

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

About the Role:

Reporting to the Stock Control Manager and based in the Rydalmere office, this role is integral in supporting our Account Managers and their customers. This position has become available due to internal promotion and will be instrumental in our next phase of business growth.

Key Responsibilities:

- Collaborate closely with the Account Managers and operations team ensuring timely delivery of products and services with customer orders.
- Maintain and update customer information in the company's database.
- Process customer orders accurately and efficiently.
- Assist with inbound customer inquiries, including pricing, freight charges, stock availability, freight delays, stock returns, and sample coordination.
- Amend customer orders as required.
- Manage communication with customers regarding order updates and any changes or delays.
- Provide general office support.

- Liaise with the commercial team about new or potential customers and opportunities.
- Coordinate with the warehouse on any order changes.
- Acquire knowledge of IP's product and service offerings and competitor products.
- Build and maintain customer relationships.
- Participate in customer service training and attend company meetings.

The Ideal Candidate Will Possess:

- Either a science degree graduate **or** proven experience (3-5 years) in a similar role, preferably in the ingredients industry.
- Aspiration for a career in either commercial or supply chain industry.
- Salesforce experience is desirable.
- Excellent communication skills, both written and verbal.
- Strong attention to detail and accuracy.
- Ability to multitask and prioritize 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 "can do" attitude.

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.
- A company bonus scheme.
- A fantastic team culture that promotes collaboration, support, and camaraderie.
- Ample opportunities for career advancement within our growing team and company.

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 button.