

Reception/ Customer Service 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 Reception/ Customer Service Support - 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, this role will be an integral member of our team to deliver exceptional service and creating a welcoming environment for our clients and visitors. We are currently seeking a friendly and professional Receptionist/Customer Service Support to join our team at our Rydalmere office.

Key responsibilities include:

- Welcome visitors by greeting them, in person or on phone; answering or referring enquiries to the appropriate person
- Maintain security by ensuring all visitors follow the sign in and out procedures.
- Maintains safe and clean reception area by complying with company procedures and WHS regulations.
- Monitor and purchase office stationery, kitchen supplies, groceries, and inventory relevant to the reception area.
- Receive and sort mail and deliveries
- General office site support.
- Pack & dispatch samples orders, book couriers
- Samples inventory maintenance (using JIM system)
- Support total sample management process, as required
- Provide back up support to Operations & Customer Service team as required
- Assist customers with click & collect orders for AWO
- Assist and process customer orders in show room.
- Participate in customer service training and attend company meetings.

The ideal candidate will possess:

- A highly organized, people-oriented individual with a proactive “can do” attitude.
- Preferably, previous experience in a receptionist or customer service role.
- Excellent verbal and written communication skills.
- Strong organisational and multitasking abilities.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- The ability to work independently as well as collaboratively within a team.
- A friendly, approachable, and professional demeanour.
- Strong attention to detail and high level of accuracy.

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.
- Opportunities for professional development and career growth.
- A supportive and inclusive work environment.
- 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.

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're passionate about providing exceptional customer service and want to join a vibrant and innovative team, apply today! Be sure to include your resume and a cover letter explaining why you're the perfect fit for this role.