

Administration / Customer Service - Sydney Location

- **Great Culture:** Our people are our most valuable asset.
- **Dynamic Team:** Fun, energetic, and supportive environment.
- **Career Growth:** Be part of a rapidly growing company.
- **Immediate Start:** Join us today!
- **Full time position, 38 hours per week**

Join our Vibrant Team as an Administration / Customer Service member- Unleash Your Potential in our growing companies!

*Working across two businesses you will join the **Aromatica Botanica** and **Australian Wholesale Oils** teams in our Rydalmere office.*

Aromatic Botanica custom design premium essential oil blends to meet our customer's needs. Aromatica Botanica is a fast-growing business in the world of natural scents.

Since 2013, Australian Wholesale Oils has been a premium supplier of wholesale essential and carrier oils, as well as raw ingredients throughout Australia and the world, via our e-Business platform alongside our account-managed trade and reseller customers.

Both businesses believe success comes from continuous innovation, enduring partnerships and a passion to serve. Reporting to the Director of Aromatica Botanica and General Manager of Australian Wholesale Oil, this role will be an integral member across both businesses, working closely with our operations, customer service and warehouse teams & will be instrumental in our next phase of business growth.

About the Role:

This will be a diverse and dynamic role across a broad range of business functions and projects, and we require a versatile and resilient person to deliver results. Enthusiasm and going the extra mile will be highly prized as you take full ownership of tasks and operate in this fast-paced environment.

Key responsibilities include:

In this exciting role, you will have the opportunity to:

- Providing day to day support to the Director of Aromatica Botanica, including phone calls, emails, and meeting coordination as agreed.
- Handle general office administration, including ordering of supplies.
- Update and maintain customer information on the company's database.
- Complete product setup / filing regulatory documents in company's database.
- Process customer orders accurately and efficiently.
- Assist inbound customer enquiries via phone and email.
- Coordinate with the commercial, operations & warehouse teams to ensure clear communication and timely delivery of customer orders.
- Participate in industry events, to promote products and expand professional networks.

- Cultivate and nurture strong customer relationships to foster loyalty and maximize customer satisfaction through phone, email, showroom sales & arranged online meetings.
- Develop a comprehensive understanding of markets, products, and applications to deliver innovative and tailored solutions to our customers.
- Provide some marketing support.

About You

- 2-3 years of customer service/office administration experience.
- A passion for aromatherapy is desirable.
- Excellent organizational skills with high attention to detail and accuracy.
- Ability to understand and/or learn technical regulatory document requirements within the business.
- Highly motivated and able to work independently as well as in a team environment.
- Excellent computer literacy and proficiency with a range of software, including the Microsoft Office Suite.
- Excellent communication and interpersonal skills, both written and oral.
- Ability to create professional documents with a high degree of accuracy.
- Highly organized with well-developed analytical and problem-solving skills, allowing you to multitask.
- Ability to maintain confidentiality and apply discretion and tact at all times.
- Demonstrated ability to work under pressure and prioritize competing demands in a fast-paced environment.
- A flexible, “can do” attitude.
- Must have full rights to work in Australia.

Benefits and Culture

At Aromatica Botanica and Australian Wholesale Oils, we value and reward our exceptional team members. When you join us, you can expect:

- Position based fulltime in our Rydalmere - NSW office.
- A competitive remuneration package.
- Purchase Holiday Leave
- A comprehensive induction and training program designed to set you up for success.
- 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 our Teams. To apply, click the apply. Together, let's unleash your potential and create a future filled with growth and success.