

Contact Centre Consultants (Sales & Lending Roles Available) - Bundaberg

- **Be part of a dynamic Contact Centre team**
- **Number of positions available for highly motivated individuals with proven experience delivering exceptional sales and service**

The Auswide Bank Contact Centre Team

The Contact Centre team provides our existing and potential new customers with the highest level of service and assistance. This team prides itself on being part of our customer's financial future by supporting them during every interaction via inbound phone calls, email, outbound sales and customer care conversations.

The Roles Available

A number of roles are currently available for Contact Centre Consultants with diverse skills across the specialised areas of home loan and personal lending, account and product sales, customer service and supervisory capabilities.

These are fast paced and varied roles that offer a great opportunity to progress in a career that is customer focused and outcome driven in the banking industry.

What we are looking for

We are looking for motivated team players who enjoy helping people and are able to consistently deliver exceptional customer service and product sales. Banking experience is not essential for all roles, as the right attitude, the ability to learn, adapt and deliver results in a fast paced environment is the key to success in these roles.

The successful applicant must have the flexibility to work the required shifts to meet the staffing requirements and opening hours of the Contact Centre – currently 7 a.m. to 7 p.m.

Skills & Experience Required

The successful applicants must have:

- The ability to communicate (verbal and written) and build customer relationships over the phone and via digital mediums (e.g. email, Chat Live) is critical to these roles.
- Previous work history in either customer facing and/or a call/contact centre environment is essential.
- Strong focus on delivering a positive customer experience to maintain high satisfaction levels.
- The skills to negotiate, problem solve and successfully resolve customer comments and enquiries.
- A high degree of accuracy to adhere to the bank's policies, procedures, risk and compliance culture.
- The capability to adapt and work across multiple banking technology platforms.
- The resilience to work in a challenging, fast paced, sales focused environment with the drive to achieve set targets and delivery standards.

Small things. Big difference.

All roles include:

- Managing large amounts of inbound enquiries and outbound calls in a timely manner.
- The requirement to actively promote and maximise every opportunity to match customer needs and their lifestyle requirements to the Bank's products and services.
- Following contact centre "scripts" when discussing product sales opportunities and service enquiries from our customers.
- Meet personal and Contact Centre team targets set for each role.
- You will be required to perform outbound customer care calls with the expectation of achieving sales and whilst delivering a positive customer experience.
- The identification and reporting of any potential risk that may result in reputational and financial damage and/or safety and security risk.

Lending roles include:

- Identifying needs and offering solutions to customers applying for Auswide Bank loan products. Solutions may include the offering of other products and services including consumer credit and general insurance.
- Assessment and recommendation of loan applications for approval in line with Auswide Bank credit policy and responsible lending requirements.
- A current understanding and knowledge of legislation, credit and lending policy and procedural changes.
- Ensuring an exceptional customer end to end experience by the efficient processing and management of loan applications through the Bank's Mortgage Origination Services team.
- Maintaining lead management systems to ensure accuracy in pipeline management and reporting.
- Assisting the lending retention team if and when required.
- Initiating customer care and maintenance outbound calling to existing borrowers.
- Provide coaching and support to the broader contact centre team to identify and refer lending opportunities.

Auswide Bank was voted Australia's Best Bank 2017 at ProductReview.com.au and prides itself on delivering exceptional financial products and services face-to-face, online and through relationships with specialised providers.

By joining Auswide Bank, you are joining a company that offers a fast-paced and innovative work environment with a rewarding career and an attractive staff benefits package. If you are serious about building on or starting your banking career, we are serious about helping you get there.

If you would like to apply or require any further information about these roles, please do not hesitate to email HR on hr@auswidebank.com.au.

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