

Customer Service

Optical

- **Customer Service Consultant**
- **Caloundra (QLD) location**
- **World Leading Optics Company**
- **Permanent Monday-Friday role**

ZEISS is a world leading optics company and we are seeking an experienced Customer Service team member for our busy ZEISS Caloundra (QLD) branch. Reporting to the Customer Service Manager, you will be responsible for the day to day coordination with customers to deliver customer satisfaction and expectations.

The key responsibilities for this position include:

- Support growth of business by promoting ZEISS products and developing and strengthening customer relationships.
- Evaluate customers' sales trends and attitude to identify opportunities and threats to ZEISS business.
- Provide excellent customer service by providing advice and expertise as required.
- Actively support and contribute to the establishment and continuous improvement of current customer management systems and procedures that enable ZEISS to meet or exceed customer expectations.
- Take immediate corrective action where required to ensure consistent and excellent customer service standards are maintained.
- Work in partnership with Customer Service Manager, Business Development Representative and Lab Manager to meet company targets and address any customer issues.

The key skills required for this role include:

- Experience in the Optical Industry.
- Experience in the field of customer service and support.
- Strong communication and organisational skills.
- Excellent customer service focus, including professional telephone manner, attentiveness and patience.
- An ability to manage multiple tasks, work under pressure and prioritise tasks to meet deadlines with a can do attitude.
- Sound computer literacy in Microsoft Office Suite.

If you are a highly motivated team player that excels in dealing with customers we would like to hear from you. Your high level of technical knowledge and solid experience in the optical industry will be an advantage in addressing and relating to specific customer issues.

The successful candidate will be rewarded with a competitive base salary, working within a highly skilled team environment.

Please forward your CV and Cover Letter to the attention

of ZEISS Human Resources at recruit.au@zeiss.com



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We make it visible.