

ASX “All Roles Flexible”

ASX offers mutually beneficial flexible working arrangements for all roles.
We recognise that employees need to balance work and personal lives.

CUSTOMER SERVICE OFFICER (12 month max term)

ASX Opportunity Snapshot		What's On Offer
Role:	Customer Service Officer	The Customer Service Officer provides a professional level of service to all ASX customers including market participants, market consumers, ASX Shareholders and industry partners, via telephone and email.
Reports to:	Team Leader, Customer Service	
People Management:	N/A	The purpose of the role is to respond to varied requests for information, questions on products and services and to provide active and timely solutions to customer needs in line with established ASX Standards.
Budget:	N/A	
Team:	Customer Service	
Date:	August 2017	As part of a broader Customer Experience team, the Customer Service Officer also provides research and data analytics support via updates to the ASX CRM system.
Location:	Sydney, NSW	
Flexible Role:	Yes	

What you'll do:

- Handle incoming calls and emails to the main ASX Customer Services lines
- Complaints handling administration, procedure and control
- Order fulfilment for customer requests, including billing and despatch
- Manage workflow and cases, queue control
- Provide research and information support to Customer Experience
- Ensure that the ASX CRM Salesforce is kept up-to-date on key customers information and customer segments

What you've done:

- Experience in customer service
- Demonstrated strong customer experience ethos
- Experience working in a team, as a key team player



And if you've got some of this, even better:

- Sound knowledge of financial markets, financial intermediaries and the function of an exchange in capital markets
- Flexible, lateral thinker, able to work unsupervised
- Excellent communication skills, both written and verbal

What you need to enjoy and be good at for this role:

- Strong communication and negotiation skills
- Computer efficiency, CRM tool advantage
- Ability to work under pressure
- Organisation and time management mindset
- Excellent problem solving skills
- Empathy an advantage

