

Customer Service Specialist

Division:	Plan Management
Location:	Perth, WA & Melbourne, VIC
Number of vacancies:	Multiple
Employment type:	Full time, Permanent
Job reference:	ICC087

About the Role

At MyIntegra, Customer Service Specialists are primarily responsible for responding to customer enquires via phone, email, web chat and SMS in a professional, friendly and timely manner. The Customer Service Specialist demonstrates empathy and care, understanding the needs of the customer and is willing to go above and beyond to provide excellent customer service. Their responsibilities also include creating and maintaining excellent documentation and notes of all calls, questions, complaints and mailed enquiries and maintaining adequate records/documentation for audit and internal control purposes. A willingness to learn NDIS Program Rules is essential to ensure outstanding Customer Service is provided.

Initially work from home, then transitioning over time to our offices in St Kilda Road (Melbourne) or Perth (depending on location).

Your key responsibilities as a Customer Service Specialist includes:

- Explain the benefits of Plan Management and NDIS requirements.
- Build sustainable relationships of trust through open and empathetic communication.
- Resolves problems by clarifying the customer's query; determining the cause of the problem, selecting, and explaining the best solution and following up to ensure resolution.
- Follow communication procedures, guidelines and policies and procedures.
- Adhering to required call scripting, where necessary.

About You

To be successful in this role you will need to have:

- Minimum 2 years of experience in customer service
- High School Diploma.
- Excellent verbal, written communication and troubleshooting skills.
- Ability to work independently and as part of a team.
- Ability to manage time effectively in a fast-paced environment with multiple deadlines.
- Excellent attention to detail.
- Prior experience using Salesforce, or a similar CRM is desirable, but not essential

About Us

MyIntegra provides Support Coordination and Plan Management services to NDIS participants, their families, and carers. MyIntegra is accredited ISO 9001:2015 and is committed to operating in a continuous improvement and accountability framework through our certification for 'Provision of Disability Support Services'. MyIntegra's purpose is to provide high quality services to people with disability and their community of support. As an NDIS registered provider in all states in Australia, MyIntegra applies extensive experience in Australian disability services, and partners with recognised industry leaders, to provide worldwide best practice.

We Offer

- A flexible, supportive, and friendly team environment
- The opportunity to help people with disability live independent and fulfilling lives.
- Ongoing training, career progression and professional development opportunities
- An attractive salary

Application Process

If you have the energy and passion for this exciting role, join us on our journey and make a positive difference!

To apply please email your résumé with a cover letter to careers@myintegra.com.au; outlining why you're the right candidate we are seeking.

Successful applicants will be required to undergo a NDIS Worker Screening Check and Employment reference check.

*MyIntegra embraces **DIVERSITY** and is an equal opportunity employer. MyIntegra welcomes applications from candidates of diverse backgrounds, including Aboriginal and Torres Strait Islander people and People with disability are also encouraged to apply.*