



PROWASH

DuBois

## Customer Service / Internal Sales

- Located in Tullamarine
- 13 Month Maternity Leave Contract
- Starting early March 2020
- Supportive environment
- Progressive Company
- Family orientated company culture

### The Company

DuBois Chemicals Australia Pty Ltd (Prowash Australia) is a leading wholesale supplier to the carwash industry, offering a comprehensive range of products, technical support, industry training, and equipment solutions combined with superior customer service.

### The Role

Reporting to the Customer Service Manager, this is a multi-faceted role in a fast paced environment that requires attention to detail, strong communication skills, data entry and the ability to drive sales. Duties include:

- Efficient and timely processing of customer orders and invoicing
- Ability to go above and beyond to ensure a positive customer experience
- Enthusiastically communicate to customers monthly specials and promotions
- Actively handle high volume emails and phone calls with commitment and timely follow-up to resolution
- Assist with counter sales in a personable and professional manner
- Processing of Returned Goods ensuring accuracy and follow up
- Accurately maintain and update CRM and asset data
- Handling and researching customer enquiries

### About You

To be successful in this role, you will need to demonstrate the following:

- High attention to detail and accuracy a must
- Strong data entry skills with a high level of computer literacy
- Embrace challenges with a 'can do' attitude
- Ability to go above and beyond to ensure a positive customer experience
- Excellent communication with active listening skills
- Reliable and punctual
- While experience in an order processing role is preferable, it is not essential

Applications for this role close at 5:00 PM on Friday, February 14, 2020

Please send a cover letter and resume [recruitment@prowash.com.au](mailto:recruitment@prowash.com.au)