



Inbound Member Specialist

Hays • Melbourne CBD VIC



Base pay

\$55,000 - \$65,000



Work type

Permanent



Contract type

Not provided

Job details



Date posted

06 Apr 2022



Expiring date

06 Apr 2023



Category

Customer Service & Call Centre



Occupation

Management Consultant



Base pay

\$55,000 - \$65,000



Work type

Permanent



Job mode

Standard business hours



Work Authorisation

Australian citizen / Permanent resident

Perks

Training

Full job description

Your new company

Hays is proud to partner a market leading health fund organisation who are in the search for new Inbound Member Specialist Consultants. They are seeking passionate and engaging individuals to join their team on a full time permanent basis to onboard of all new health fund members, whilst also providing excellent service to pre-existing members.

Your new role

Your purpose in this role is to provide new and existing members with support and guidance in understanding the value of the service our client has to offer. With a strong customer service ethos, you will be connecting with the current member base in order to discover and recommend the best options for their needs. You will work Mon-Fri, normal business hours and have a hybrid office/WFH system.

- Answering all new and existing member enquiries through inbound telephone and email
- Relationship building and retention, insuring that customer satisfaction and loyalty are your highest priority
- Actively listening to customers to establish the most suitable level of health cover for them and then helping them to understand the benefits by selling in the best option for them
- Objection handling and conflict resolution
- Create value for new and existing members by putting them at the heart of you work and delivering exceptional customer service experiences

- Work to KPIs around conversion and retention rates

What you'll need to succeed

- Experience in a phone based customer service, retail or hospitality role
- Excellent written and verbal communication skills
- Sound-problem solving ability with ability to handle complaints and objections
- Proven ability to work under pressure and offer time-sensitive solutions
- Passionate and hardworking person who works best in a supportive, team environment

What you'll get in return

- Opportunity to work for a well known company with a great reputation in their market
- Great training and office culture
- Hybrid CBD/WFH location
- Long term career opportunities
- Competitive salary and no weekend work

What you need to do now

If you're interested in this role, click 'apply now' to forward an up-to-date copy of your CV, or call us now.

If this job isn't quite right for you but you are looking for a new position, please contact us for a confidential discussion on your career.

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