



Customer Support Consultant

We're a passionate team of professionals, and business people making it easier for real estate agents to navigate the sales process. A proptech platform started in Australia by agents, for agents – Realtair aims to automate and streamline the steps from appraisal to settlement and equip agents with mobile, easy-to-use technology. Our industry-leading platform provides integrated solutions to connect agents with better and more efficient means of doing business every day.

During this period of rapid growth, we are looking for a Customer Service Consultant initially on a fixed term contract (6 Months) who can come and hit the ground running. Within this role, you will be responsible for providing exceptional customer service by answering customer queries via phone, email or chat.

About You

- You must be flexible and willing to help with other duties when required
- Must be detail-oriented and results-driven
- Positive attitude with a willingness to learn and grow within the team

The Customer Support Consultant is responsible for:

- Handling a high volume of inbound calls and queries from our customers and attempting to achieve first call resolution.
- Handling overflow customer queries via our email and Live Chat service.
- Develop extensive knowledge of Realtair's products to be able to respond to both simple and complex enquiries.
- Ensuring that all customer queries are addressed in a timely manner and within SLAs.
- Ensuring that the highest level of customer service is achieved and maintained.
- Collaborate with multiple internal teams when necessary to handle customer enquiries.
- Maintain detailed records of customer interactions and process customer account information.
- At times making outbound calls to customers for certain campaigns (no cold calling).
- Assisting with special projects or initiatives as required, for example, basic user testing & some administration activities.

Experience

- Exceptional customer service skills with an ability to build rapport quickly and manage sensitive customer interactions
- Demonstrated experience in a contact centre environment and working to SLAs
- Excellent communication skills, both written and verbal
- Proficient with technology, including the ability to learn new software quickly
- Demonstrated problem-solving skills along with an ability to multitask
- Excellent time management skills
- Experience in the Real Estate industry is highly desired but not essential
- Experience with SaaS products preferred, but not essential

What we offer

- A flexible environment with an opportunity to work in our office and at home
- Commitment to professional and personal growth and development
- To be a part of a market leading organisation and work alongside some of the most exceptional people in the industry

If this sounds like you, we'd love to hear from you. We have team members all over the country and around the world. The right candidate would have the opportunity to work at our Gosford office or remotely from other locations across Australia.

Please apply via the link or submit your applications to jobs@realtair.com