



Advertising Copy

POSITION TITLE: Customer Service & Sales Support

LOCATION: 1/18 Renewable Chase Bibra Lake, WA 6163

STATUS: Permanent Full Time

Summary

Provide customer care and advice about sales, service and hire about our designed and patented submersible pumps and equipment to our diverse clients.

- Apply your customer service expertise and be trained to be a specialist.
- Potential to grow and diversify your career as we continue to grow.
- Australian designed submersible pumping solutions

The Company

We are an Australian owned and operated specialist manufacturer and supplier of our own designed and patented submersible pumps to the underground and surface mining sector, as well as other industries that require dirty water management solutions. We have a great industry reputation, a growing global footprint and enjoy continued growth.

Our equipment is designed and engineered for the unique and demanding submersible pumping conditions found in Australia and across the world. Our focus is submersible pumps and technology, and we utilise our own manufacturing capability and specialist alliances to provide some the best equipment in the market. We have offices in Perth and Kalgoorlie in WA and in Townsville, Qld.

We have created a new position for a Customer Service & Sales Support to add greater depth to our customer service and support ability.

The job

You will be responsible for ensuring that we provide our clients with the highest level of customer service and support across all our client touch points such as sales, service and equipment rentals. Success will be defined by having empathy, professionalism and accountability to our clients and your colleagues.

Your expertise in the field of customer sales support and service coordination, will enable you to:

- Manage our schedules service programs.
- Provide quotations to our clients.
- Provide support to our Service Centre teams across all locations.
- Coordinate the utilisation of our assets for hire.
- Maintain and keep our CRM up to date
- Contribute to and implement business improvement initiatives.
- Provide scheduled reporting
- Be safety conscious.



About you

You will need to have several years of experience, ideally 5 years, working in a customer and sales support and/or service environment, and enjoy having the freedom to take control and manage your portfolio of work. Knowledge or exposure across mechanical or engineering product environments will be advantageous. Success and great results will come with providing excellent customer satisfaction and working efficiently.

You will require excellent verbal and written communication skills, be computer literate, have aligned commercial experience, naturally have a confident and positive outlook, and know that 'anything is achievable'.

This is a great opportunity to join our business which is built on a solid foundation of success and growth. We have a great team culture and work environment and value the contribution everyone makes. We are passionate about our business and our people. We put safety, diversity, the team, and client satisfaction above all else. This position will be based at head office in Bibra Lake WA.

We look forward to reviewing your CV and Cover Letter.

The PumpEng Team

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