



Customer Service Officer

Equipment Service & Repair

Henry Schein Halas is part of the Henry Schein Group of companies, the world leader in its field. In Australia, we are the leading supplier of dental consumable products and the latest dental equipment and technologies, sourced from quality manufacturers around the world we endeavour to provide our customers with the best possible product range.

Our commitment is to deliver and support the highest quality products, in the prompt, efficient and courteous fashion that our customers expect.

The NSW branch requires the services of an enthusiastic individual to handle customer service and provide support in relation to installation, field and workshop service & repair for dental equipment that our company provides.

The main duties of the role will involve

- receiving inbound service calls
- logging and scheduling field service technicians
- liaise with customer/workshop for internal jobs
- processing sales orders
- customer invoicing and returning repaired equipment
- monitoring jobs ensuring high quality of customer service
- advising customers of progress of service/warranty support
- manage repair exchange & warranty

Working closely with the administration and technical service teams, the successful applicant will possess:

- solid experience in a similar role and commitment to excellent customer service
- previous dental or medical nurse experience essential
- computer proficiency - competent in Microsoft Office – Word & Excel experience with Pronto would be desirable.
- excellent communication skills and pleasant telephone manner
- ability to work as part of a small team.
- ability to problem solve

Full training and support will be provided, however the successful candidate will have to demonstrate an ability to work independently.

If you meet the above criteria and have an interest in this role, please submit application by email below or Fax to HR Manager, Henry Schein Halas 02 9697 6317.