



Customer Service Team Leader

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.

Our NSW Customer Service team is seeking an enthusiastic and experienced Team Leader who will be responsible co-ordinating the training and work of team members in relation to all inbound and outbound calls relating to sales orders, quotes, product inquiries and customer satisfaction matters. The team will also be involved in periodic telesales activities related to marketing or sales promotions.

Key responsibilities of the role include:

- Ensuring that team members maintain strong customer relationships and provide excellent customer support.
- Ensuring that team members demonstrate technical accuracy and conformity to company policies.
- Supporting the team to maintain harmony, resolve grievances and generally motivate.
- Liaising with sales and operations teams to ensure that customer satisfaction matters are resolved.
- Ensuring that all team members are trained in all aspects of their role.
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The successful candidate will

- Have had previous supervisory experience in a Call Centre.
- Demonstrated commitment to excellence in customer service
- Demonstrated energy and enthusiasm
- Knowledge of dental products & procedures (preferred but not essential)
- High level of communication and interpersonal skills
- Excellent organisational and problem solving skills
- Basic computer literacy in Excel, Word is essential and knowledge of Pronto is desirable - training will be provided.

If you are interested in this role and meet the criteria above, please submit application by email link below or Fax to HR Manager, Henry Schein Halas on 02 9697 6317