

We are looking for an enthusiastic and passionate **Customer Care Consultant** with a passion for customer delight to join our team.

Key responsibilities include:

- Managing and maintaining customer data in an organized and efficient manner using CRM.
- Conferring with customers over the phone and providing first call resolution.
- Taking ownership of customer queries and follow them through to achieve the desired outcome.
- Improving the customer experience by going above and beyond to satisfy their queries.
- Able to assist customers with training support – both pre and post installation of software updates.
- Seamlessly liaise with new customers (sites) for implementations and carry out trial checks.
- Maintain a high level of performance within a call centre environment.

Skills and Experience:

- You have at least 2 or more years' technical helpdesk background in the IT sector.
- Demonstrable knowledge of principles and processes for providing customer help desk services via telephone, email or webchat.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar and a high level of verbal skills.
- Working knowledge of computer operating systems including familiarity with the Microsoft suite of products/applications, particularly within a customer services or help desk environment.

Applicants for this position should have NZ residency or a valid NZ work permit.

Working with us means working hard, being on time, rolling up the sleeves and getting on with the task at hand. You get to work in a team where you are valued, respected and rewarded for your hard work. There are also plenty of laughs along the way.

If this sounds like the career for you, please submit your CV and cover letter to hr@medtechglobal.com or apply through Seek.

Whilst we appreciate the time and effort taken to submit your individual application, only short listed candidates will be notified.