



**Reports to:** Operations Manager

### **The Business**

RAM Equipment is an earth-moving equipment hire and sales company, with a team committed to providing an exceptional customer experience every time.

We pride ourselves on delivering the best and most innovative solutions to our clients, partnering with them to understand their needs, culture, and business aspirations. This understanding allows us to provide exceptional service and advanced solutions to meet any challenge using world-class products. Our goal is to continue partnering with and working to strengthen civil, earthmoving, mining, railway, and pipe laying contractors locally and across Australia. Our extensive range of equipment includes the latest technology and global leading brands. Our products are carefully selected and tested to meet the most rigorous specifications and safety standards across industries, with all the added extras for maximum efficiency, operator comfort and safety.

### **Purpose**

The Customer Service Officer is pivotal in providing an excellent customer experience through the provision of a professional reception and front-of-house service. They also provide valued administrative support to the team as required and assist with the preparation of proposals for the Business Development Managers as required.

They are accountable for all transport & logistics scheduling and execution for the asset hire business.



### Key Role Outcomes

- The provision of a professional and timely reception and administrative support service to customers, to ensure an excellent customer experience.
- The provision of a high standard of administrative support to the business development and wider team to ensure their administrative needs are met in a timely, efficient and professional manner.
- Business development proposals are produced to a high-quality standard, through the effective administrative support.
- Strong customer data management, through consistent and reliable CRM entries.
- Compliance with operational processes, through the accurate management of supplier invoices, purchase orders, management of office supplies and managing office information.
- Manage all transport and logistics scheduling for hire contracts and attachment sales
- Management of customer credit application process.

### Work, Health and Safety

The role has the responsibility for participating in workplace health and safety activities. This is inclusive of

- Being responsible for their own and other's safety
- Participating in any WHS training or consultation requirements
- Identifying and reporting any hazards to mitigate WHS risks
- Adhering to procedures for dealing with incidents and emergency events
- Maintaining appropriate workplace safety records.

## Corporate Responsibilities/Requirements

- Demonstrate professional workplace behaviours and a commitment to positively represent the organisation in alignment with the Core values.
- Participate in both professional development opportunities and performance appraisal processes.
- Abide by organisational policies and procedures.
- Some out of hours work may be required.
- Has, or will obtain prior to employment, a national police check.

## Person Capabilities

### Essential

- The ability to build and maintain strong relationships with team members, suppliers, and customers
- Committed to achieving your own personal potential while assisting others to reach theirs
- Always looking for ways of doing things better and promote an environment of continuous improvement.
- Ability to work well in a team environment
- Good planning and time-management skills with the ability to multitask
- Attention to detail
- Accurate data entry
- Knowledge of MS Office suite of products (Outlook, Word, Excel)

### Desirable

- Previous customer service experience in a service industry.

## Authorities

The Customer Service Officer has the authority to:

- Stop work where they identify a Quality or WHS risk, or Environmental aspect / impact that is life threatening
- Add or modify customer records. They **must not** delete customer records without the authorisation of the Office Administrator or Sales Director
- Manage and send customer invoices, generate credits up to \$1,000.00 per customer contract