

Customer Service Coordinator

The Company

EcoGroup is a medium sized, ethically motivated and dynamic business with four key strategic activities that support our motto to 'Recycle Right'. Our services include:

- Specialist domestic and commercial demolition and excavation;
- Recycling of construction and demolition materials;
- Sale of recycled bricks and pavers, mulch, timber briquettes; and
- Crushed brick production.

Role Overview

Based at our Clayton site, the Customer Service Coordinator role is responsible for providing sound advice and high quality customer service in the sale of recycled bricks, pavers, mulch, crushed brick and timber briquettes to our customers.

Key responsibilities include:

- Assisting customers with the selection of the appropriate product for their needs;
- Receiving inbound customer queries and providing accurate advice;
- Preparing quotes accurately and in a timely manner;
- Coordinating logistics for outbound deliveries;
- Liaising with customers and internal stakeholders to meet customer requirements;
- Correctly enter and maintain records of sales using the appropriate systems, including cash and EFTPOS processing;
- Accurately managing stock;
- Making outbound calls to potential customers;
- Operating in a safe manner at all times;
- Provide ad hoc support to the weighbridge.



**recycle
right**

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asbestos removal
demolition
excavation
site remediation

brick products
roof tile products
timber products

Your Background

You will have excellent communication and a passion for providing high quality customer service. A background in landscaping/garden supplies or knowledge of bricks (or similar experience) is highly desirable.

You will be a key member of the team and central to business profitability so great interpersonal skills and the ability to remain calm under pressure are also a must. You will also be confident in using computers, particularly MS Office programs.

What's On Offer

Our business continues to grow and this is an exciting opportunity to be part of the team. Our site in Clayton is open from 7am to 4:30pm Monday to Friday and your hours of work will fall within this span. In addition, you will also be provided with company clothing/PPE, competitive rates of pay and product knowledge training.

If this position suits your skills and career aspirations please respond with a detailed CV to fionawalliss@ecogroup.com.au or phone (03) 9518 1517. Immediate start available.



REGISTERED
Building Practitioner
Registration Number BD-L 14804
Builder – Demolition – Low Rise

