

CLIENT SUPPORT SPECIALIST

ROLE DESCRIPTION:

You are an important part of the Base Zero 'EARS' team - **Event Acquisition & Retention Specialists**.

Your primary role will be to assist in phone-based customer support & office duties.

These duties require excellent personal communication, attention to detail, organisational skills, and the ability to effectively listen to client's needs.

A basic understanding of Gmail and Microsoft Excel would be preferable.

Once you're ready to grow, and your understanding of the business is sufficient, your role will expand to develop your verbal and written communication skills into new areas within the business, including Social Media marketing.

WORKING DAYS:

Weekly roster has been expanded to incorporate an additional day.
Flexibility around current commitments can be agreed upon.
Standard times of work may include the following:

During NSW Daylight Savings

After school holidays, for 4 weeks: 3 Days 7:30am – 1pm
Remaining weeks of school term: 3 days 9am – 2:30pm
During QLD School Holidays: 2 days 9am – 2:30 (or take time off)

Outside of NSW Daylight Savings

After school holidays, for 4 weeks: 3 days/week 8:30am – 2pm
Remaining weeks of school term: 3 days/ week 9am – 2:30pm
During QLD School Holidays: 2 days/ week 9am – 2:30 (or take time off)

During school holidays, 50% of our clients cannot be contacted due to schools / P&C parents and church organisations being out of the office.

KEY TASKS:

- Following up on previous customer enquiries, to build customer relationships.
- Recording all new contact and event info.
- Generating and reviewing client enquiry spreadsheets.
- Sourcing new events, through target marketing.
- Answering phones and responding to emails as required.
- Send General emails to customers as required.
- Database administration – checking/ adding all entries.

KEY PERFORMANCE INDICATORS:

- Follow up all clients in Proposals Sent folders for Bris and Syd each week.
- Follow up all pencilled in events up to 6 months ahead from current month.
Contact on alternate days, Sydney 1st day, Brisbane 2nd Day.
- Proposals monthly average 55.
- Reservations monthly average 8.

