

Ball & Doggett

Customer Service Officer

Pemulwuy, New South Wales

Ball & Doggett is Australia's largest distributor of paper, packaging, plastics, inks and wide format media to the graphics and communication industry. With over 100 years' of experience and distribution facilities across Australia and New Zealand, we pride ourselves on generating a supportive business culture and living our company values. Japan Pulp & Paper (OVOL) is Ball & Doggett's parent company, and has a slogan of "Paper and Beyond", which signals a strong appetite for continued growth and diversification. With its Head Office in Tokyo, OVOL has operations in 23 countries and 62 cities. It has a consolidated revenue of approx JPY 500 billion, 3,700 employees, and more than four million tonnes of product per annum.

The customer service team plays a pivotal role in providing service excellence across our business, and strives to meet the ever-changing needs of our customers. We currently have a position available within our friendly and dedicated Customer Service team based in Pemulwuy, New South Wales.

Reporting to the Customer Service Manager, you will be responsible for providing exceptional customer service to all stakeholders across the business. As the principal point of contact for our customers, you will be supported by product training to ensure you can recommend the right solutions to our valued clients.

Your key responsibilities include:

- Assist with product enquiries,
- Prepare quotations,
- Process orders and
- Provide practical and timely solutions.

The successful candidate will have:

- A minimum of 2 years of business to business customer service experience
- "Paper / Printing" industry experience will be a definite advantage
- Well-developed communication skills
- A can do attitude
- A desire to progress your career with an industry leader

If this sounds like your ideal position then submit your application along with your current resume to recruitment@ballanddoggett.com.au

Please note the successful candidate will be required to pass a National Police Check and pre-employment medical, drug and alcohol assessment.

While we appreciate all applications we receive, only candidates under consideration will be contacted.

Applications close on 15 May 2022.

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