

# Ball & Doggett

## Customer Service Officer

- Exciting Career Opportunity
- Braeside Location
- Packaging and Printing Industry

**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 full time position available within our friendly and dedicated Customer Service team based in Braeside, Victoria.

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 assist with product enquiries, prepare quotations, process orders and provide all round practical and timely solutions. You will be required to develop and maintain a thorough knowledge of the Company's full range of products to build on our strong market position and to help grow our brand for the future. Extensive training will be provided to the successful candidates along with support and guidance in responding to customer enquiries and special requirements.

To secure this role you will have:

- A minimum of 2 years' experience working within a sales client focused business;
- Exceptional communication skills both written and verbal;
- The ability to solve problems;
- Excellent organisational skills;
- Fast, accurate data entry & keyboarding skills;
- A 'can do attitude' with the ability to be innovative;
- Demonstrated ability to continue to learn and grow within an organisation;
- A desire to grow your career with a multi-national company and
- Sound computer literacy in Microsoft Office;

Experience within the paper, packaging and printing industry would be advantageous.

This is a very exciting opportunity for an individual who is enthusiastic and passionate about delivering a very high quality outcome. You will need to be highly organised and be able to deal with multiple things on the go.

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.

If this sounds like your ideal position then apply today!