



CUSTOMER CARE CONSULTANT

You list communication as one of your strengths. With an incredible ability to relate to a diverse range of customers and a personality that thrives off building such relationships, resolving customer queries and issues comes all too naturally. You're seeking that next step and you have always wanted to work for a company that highly regards work place culture and career progression. If that's the case, we're a great match.

CoreLogic is a global organisation and the market leader in our field. We look for people who want to grow with us and stand out from the crowd. Having the drive to succeed, embrace responsibility and actively seek to improve and develop skills is what our staff strives for. We work in a team environment and share common values in trust, integrity and accountability.

We have a great opportunity for a Customer Care Consultant to join our vibrant team in Adelaide. You will be responsible for building relationships with our customers to provide responses to enquiries, concerns and requests, in relation to our CoreLogic Product Suite. Our commitment to providing exceptional customer experience is key to our Australian and New Zealand Customer base.

Key Responsibilities:

Specific tasks pertinent to this role can be broken down into:

- Answer inbound customer support issues in a friendly and professional manner
- Communicate with customers through phone, email and Live Chat
- Ownership of customers issues, which might need you to liaise with different departments
- Contribute to the team as well as whole of CoreLogic
- Keep records of customer interactions using Microsoft CRM
- Handle and resolve customer complaints
- Direct requests and unresolved issues to the designated resources

Key Competencies Required:

To be successful in this role the key competencies required include:

- Displays Professionalism and integrity
- Core Value Advocates
- High attention to detail
- Passionate about Customer Service
- Driven and Self-Motivated



- Active Change Agents
- Engaging Communication Style
- Critical Problem solving
- Interaction Obstacles into Business Success
- Collaborative
- Power User of Technology

Experience and Education Required:

- High-level understanding of MS Office suite
- Previous experience in a call centre with a services background
- Understanding of Real Estate terminology
- Experience working in a high pressure service Contact Centre
- Understand KPI'S and work towards achieving them
- Experience in trouble shooting under pressure