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## JOB DESCRIPTION – CUSTOMER SERVICE REPRESENTATIVE

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**Job Title:** Customer Service Representative

**Department:** Sales and Customer Service

**Reports To:** Customer Service Manager

### Job Overview

As a Customer Service Representative at Trendie, you will be an essential part of our front-line operations, acting as the first point of contact for our customers. Your primary responsibility will be to deliver an exceptional customer experience by addressing inquiries, resolving complaints, and facilitating returns or exchanges. You will play a vital role in maintaining Trendie's reputation for outstanding customer service by consistently providing timely, accurate, and professional support across multiple communication channels.

### Key Responsibilities

- **Customer Interaction:** Engage with customers via phone, email, and in-person, providing prompt, professional, and friendly responses to all inquiries.
- **Complaint Resolution:** Efficiently address and resolve customer complaints, ensuring a positive resolution that fosters long-term customer loyalty.
- **Transaction Management:** Accurately process returns, exchanges, and refunds in compliance with company policies and procedures, ensuring a seamless customer experience.
- **Data Management:** Maintain accurate and up-to-date customer records, ensuring data is entered promptly and managed with confidentiality and precision.
- **Cross-Department Collaboration:** Collaborate with internal teams, such as Sales, Logistics, and Marketing, to ensure customer needs are met and service delivery is continuously improved.

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- **Customer Feedback:** Collect and report customer feedback to management, identifying recurring issues and suggesting potential service improvements.
- **Training Support:** Provide assistance in onboarding and training new customer service team members, contributing to the development of a skilled and cohesive team.

## Qualifications and Experience

- **Education:** Completion of Year 12 or equivalent is required. Further education in customer service, business administration, or related fields is advantageous.
- **Experience:** Previous experience in a customer service role or call centre environment is preferred. Experience in retail or e-commerce sectors will be highly regarded.
- **Technical Skills:** Competency in using the Microsoft Office Suite (Word, Excel, Outlook) and Customer Relationship Management (CRM) software is essential. Familiarity with point-of-sale (POS) systems is a plus.
- **Interpersonal Skills:** Demonstrated ability to manage challenging situations with professionalism, empathy, and patience.

## Skills and Competencies

- **Exceptional Communication:** Strong verbal and written communication skills, with the ability to articulate information clearly and concisely.
- **Problem-Solving:** Proactive in identifying issues and implementing effective solutions, ensuring customer satisfaction is prioritised.
- **Empathy and Active Listening:** Ability to engage empathetically with customers, ensuring their concerns are heard and addressed with care.
- **Self-Management:** Capable of working independently with strong time management skills, while maintaining a high level of productivity.
- **Attention to Detail:** Excellent organisational skills with a meticulous approach to handling customer records and transactions.

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## Working Conditions

- **Work Environment:** This role is office-based, with extended periods of sitting, computer usage, and telephone interaction.
- **Shift Flexibility:** Availability to work during evenings and weekends may be required, depending on business needs.
- **Stress Management:** The ability to remain calm and composed in high-pressure situations, particularly during peak periods or when handling difficult customers, is essential.

## Key Performance Indicators (KPIs)

- **Customer Satisfaction:** Maintaining a high level of satisfaction as reflected in customer feedback and surveys.
- **First Call Resolution (FCR):** Achieving a high percentage of issues resolved on the first contact.
- **Response Time:** Ensuring timely responses to all customer inquiries, adhering to set timeframes.
- **Transaction Accuracy:** Demonstrating precision in processing transactions, including returns, refunds, and exchanges.
- **Compliance:** Adhering to company policies, procedures, and regulatory requirements in all aspects of the role.



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## **Company Values and Culture**

At Trendie, we pride ourselves on delivering superior customer service while fostering a collaborative and inclusive workplace culture. As a valued member of our team, you will contribute to upholding our core values of integrity, teamwork, and continuous improvement, ensuring that our customers remain at the heart of everything we do.

## **Career Progression**

Starting as a Customer Service Representative, there is a clearly defined career path within Trendie. With proven performance and dedication, you can progress to roles such as Senior Customer Service Representative, Customer Service Supervisor, and eventually, Customer Service Manager. Opportunities for further advancement into corporate roles within customer relations or business development are also available for high-performing individuals.

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