

## **Customer Service Representatives**

**Location: Cecil Plains x Melrose**

**Reference: PHR 2022/013**

**Pursehouse Rural** is a leading independent Agribusiness specialising in agricultural produce, equipment, services and advice across 19 locations in North West NSW and Queensland.

We are seeking a full time Customer Service Representative to join our team in Melrose (Brookstead).

The primary focus of this role is on deliveries, teamwork and providing a high standard of customer service in the field. In addition to customer deliveries, the person in this role will be expected to serve customers and assist other team members with branch and warehouse duties.

The role will require deliveries and support between our Cecil Plains and Melrose branches primarily.

Duties include;

- Plan and organise customer deliveries to ensure products are delivered in a safe, efficient, and professional manner.
- Assist with the receipt and safe storage of agricultural products, including chemicals and fertilisers.
- Load and unload supplier and customer vehicles whilst maintaining safe work practices
- Provide a high standard of customer service both in the field and in the branch by being approachable and knowledgeable about Company products and services
- Maintain the physical facilities, including the shop, warehouse and yard areas to ensure they are clean, safe and presentable to the general public.
- Participate in regular branch stocktakes and other inventory control duties
- Provide regular feedback to the Branch Manager to ensure inventory levels are maintained and customer demands are met

Ideal applicants will possess the following:

- Demonstrated experience in customer service role, preferably in the agricultural sector
- Effective time management skills and the ability to forward plan
- Excellent attention to detail
- Ability to work independently and in a team
- Ability to maintain a high standard of personal presentation and meet the physical requirements of the role
- Valid drivers licence, class C and HR (or willingness to obtain), and a sound knowledge of safety around vehicles
- LF Forklift License (or willingness to obtain)

Experience in the Agribusiness sector will be highly regarded, as will having a First Aid Certificate.

An above Award salary, plus superannuation, is available based on skills and experience, and a generous staff discount is available on our products.



A covering letter outlining your relevant experience should be forwarded along with your resume and two work-related referees to [jobs@pursehouserural.com.au](mailto:jobs@pursehouserural.com.au)

For further information please contact Kierly Budd in the Employee Relations and Safety Team on 0459 248 459.

**Please note there is no formal closing date for this role. If you are interested, we would encourage you to apply soon, as the position will be withdrawn as soon as a suitable candidate is hired or if our circumstances change.**