

## **Customer Service Representatives**

**Location: Melrose**

**Reference: PHR 2022/012**

**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 purpose of this role is to provide service and sales support to customers in store and by delivery where required. The incumbent also will have specific responsibility for the maintenance of the yards, shop and warehouse areas.

The incumbent will be responsible for the day-to-day operations of the Branch, with the Branch Manager being based between Cecil Plains and Melrose Branches.

Duties include;

- Undertake POS transactions and provide customers with product information to increase sales
- Process product orders as directed by the Branch Manager to ensure stock levels are maintained and customer needs are met
- Maintenance of shop, store and yard areas with regard to presentation and tidiness
- Loading/unloading of supplier and customer vehicles
- Undertake customer deliveries as required
- Participate in stock take and inventory control as directed
- Provide customer feedback to the Branch Manager to ensure industry trends and customer demands are met
- Provide a high standard of customer service in the branch by being approachable and knowledgeable about Company products and services

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.**