

Customer Support Agent

This is an exciting opportunity for someone with strong customer focussed values dedicated to assisting educators and students.

Are you passionate about providing exceptional support for customers? Then this Customer Support Agent role is for you.

A little about us

Cengage creates learning solutions that use technology, pedagogy and content to enrich student engagement in the School, Higher Education / Vocational and Professional and ELT educational sectors. We are passionate about learning, innovation and engagement. We seek to employ the best people to deliver inspiring, innovative and sustainable educational solutions for our customers.

At Cengage we set the bar higher to achieve the best possible outcomes for our customers by putting learning first. We embrace diverse thoughts and backgrounds and challenge ourselves and others for continuous improvement.

What we're looking for;

We are a dynamic and unique Customer Support team looking for a friendly, dedicated and enthusiastic individual to join us. You will be tech savvy, have outstanding customer service skills and will be eager to meet and exceed our customers' expectations providing phone and e-mail-based solutions.

Responsibilities:

- Provide "one-stop" assistance to customers
- Provide optimum level of support to all customers
- Troubleshoot and resolve print and digital product queries
- Provide first-tier digital support
- Navigate various programs / platforms to resolve issues

Skills / Attributes:

- Minimum 12-months experience in Customer Support/Technical Support role or similar
- Experience with Zendesk is desirable
- Strong customer service skills and values
- Friendly, transparent, and proactive communication. Excellent telephone manner
- Ability to multi-task whilst maintaining organisation and attention to detail
- Ability to work independently and as part of the team
- Analytical thinking to effectively troubleshoot computer-related problems
- Ability to guide customers through various company websites and platforms
- Ability to assist customers in technical issues and concerns
- Working knowledge of major browsers
- Problem-solving abilities; questioning the status quo and taking calculated risks to meet customers' needs

What we can offer you:

- Access to our Wellbeing Employee Assistance Program
- Professional Development hub which includes access to online training courses
- Free access to onsite gym and end of trip facilities
- Myki Commuter Club
- Publisher's and Staff Discount.

Based in our Melbourne head office, however currently working from home arrangements are in place and in line with Victorian government guidelines. This full-time permanent position operates on a 37.5-hour week rostered between the hours of 8.00am to 5.00pm, Monday to Friday, when the customer support team is operational. A Police Check is required for this position.

A detailed job description is available on our website for interested candidates.

**Applications quoting reference number-CSA3221
should be submitted to:
the Human Resources Manager
via email aust.employment@cengage.com
or our website www.cengage.com.au
by Wednesday 22 September**