



**AVIDA** Motorhomes  
& Caravans

## Customer Service Representative

Full time

Avida is a family-owned business, proudly manufacturing quality Motorhomes and Caravans in Australia since 1965. Located in Emu Plains in Western Sydney, NSW, we have a dealer sales and service network throughout Australia and New Zealand. We recently were awarded the 'RV Manufacturer of the Year' by the NSW Caravan and Camping Industry.

Due to an internal promotion, we are seeking an enthusiastic and experienced Customer Service Representative / Warranty Officer to provide professional services and technical support to our Dealer network and Customers.

### About the Opportunity:

Joining a small and professional Customer Service team, this role assists our customers and Dealers in relation to our quality Recreational Vehicles. As such, it would call on your strong customer service expertise, sound administration skills, and, ideally, your technical nous.

The split between customer interaction and administration would be approximately 60/40%.

This is an exciting time in our business as we continue towards World Class Manufacturing status, and practice LEAN principles and continuous improvement.

### What We Offer:

- A professional working environment and supportive team;
- Early Friday finish;
- Reward and Recognition initiatives
- Access to an Employee Assistance Program; and
- Free onsite parking.

### Job Tasks and Responsibilities:

- Responsible for inbound customer & Dealer calls;
- Act as a liaison between customers and dealers providing excellent service to both parties;
- Process warranty claims for dealerships and authorised repairer's approvals;



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- Determining customer requirements and assisting with providing solutions;
- Resolve technical issues and provide technical advice arising from telephone calls, emails and other forms of communication from Dealers and customers;
- Proactively follow up on ongoing customer enquiries; and
- Occasional requirement to assist customers face to face.

### **All About You:**

- Previous experience in the RV or Automotive industry would be a great help;
- At least 3 years in a Customer Service role is essential;
- A confident and professional telephone manner with the ability to resolve customer issues effectively and handle challenging conversations;
- The ability to relay technical information and instructions;
- High level of attention to detail;
- Friendly, professional attitude to assist customers and build loyalty;
- Practical thinking and problem-solving skills;
- Excellent time management skills with the ability to multitask; and
- Proficient in Microsoft Office and computer applications; (D365 desired) some data entry will be required.

If you have the experience, skills and knowledge, together with a positive, engaging and personable attitude we are looking for then we encourage you to apply.

We are keen to move quickly to fill this role, so don't hesitate in replying if you are suitable. Due to the number of applications, we are only able to contact candidates who are shortlisted.

You must have the right to live and work in Australia to apply for this job.