



PALLION®

## Job Description

**Name:**

**Position Title:** Customer Service Representative

**Reports to:** Client Manager, Sales and Operations Manager

## Primary Relationships

Customer Service Team, National Operations and Sales team, CAD/CAM Team

## Principle Accountabilities

- Provide exceptional customer service in the front office
- Ensuring customer service is the benchmark for customer service in the precious metals industry
- Proactively seeking and helping implement ways to ensure this is always the case
- Answering phone, fax and email orders
- Answering all Palloys enquiries & orders - CAD/CAM, mould making & waxing, casting, finishing questions
- Providing general jewellery advice on moulds, waxes, CAD/CAM and finishing
- Integration of other customer service & administration teams (CAD, Finishing) into one single Pallion customer experience
- Cross selling all Pallion product verticals when orders are taken & administered
- Order entry, quotations, invoicing and packing
- Dispatch of daily production
- Assisting with setting up new systems/ processes to improve workflow & customer experience
- Assistance with the development of new ERP requirements & system implementation for front of house & other departments
- Answering customer queries and forwarding to appropriate departments if required
- Liaison with relevant State Managers and State Account Executives to ensure all customer enquiries and client “drifting” are dealt with efficiently
- Model photography and entering into GemBase
- Dealing with client credits in conjunction with General Manager
- Assist the back office team with administration and clerical functions
- Organising tours of the facility & also setting up formal protocol for receiving guests
- Ensuring new showroom area at Pallion HQ is set-up with all relevant products & merchandised appropriately
- General housekeeping of front of house & administration area
- Assisting other teams when the need arises
- Liaison with Accounts Department to ensure Debtors are maintained at all times below 90 days and averaging 45 days
- Such other duties as may be assigned to you by the Company

## KPIs

- Integration of CAD and the Finishing team
- Creating “The Pallion customer service experience”
- Reduction in “silos” of customer experience – Pallion can answer any question from any part of the business straight away at front office!
- Such other duties as may be assigned to you by the Company

FROM MINE TO MARKET, YOUR PARTNER IN PRECIOUS METALS

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ABC  
BULLION



ABC  
REFINERY

Palloys  
SINCE 1981



PJW

A&E  
METALS

Regentico  
SINCE 1998

GOLDENAGE  
INTERNATIONAL  
World's Finest Jewellery



CUSTODIAN  
— VAULTS —  
Vault with Confidence

### **Important Skills & Attributes**

- Core values: enthusiastic, motivated, loyalty, reliable, quick to learn, hands on, organised
- A self-motivated and pro-active approach and to work autonomously and within a team
- Ability to follow management direction and fast paced work environment
- Follow projects and tasks through to completion
- Time management and ability to change priority at short notice with high output of work load
- High attention to detail and dedication to achieving the best results possible, proactively suggesting improvements and ideas
- Excellent organisational skills

### **Company Mission, Values and Vision**

Employment with a Pallion company demands our staff, suppliers and employees conduct themselves in a way fitting and positively supporting our company wide values and mission statement.

#### **Vision**

To be Australasia's leader in precious metal and jewellery services.

#### **Mission**

To be Australasia's only true fully vertically integrated precious metal and jewellery services group. We aim to service all of our customer's precious metal needs by bringing together the industry's best experts in a collaborative environment. We will provide value to our clients through our market leading service and dedication to quality product.

#### **Values**

- **Best:** In everything we do, only the best will do
- **Family:** An inclusive collaborative approach to our work, our team and our clients, encouraging personal excellence and respect
- **Aggregator:** We bring together people recognized as precious metal industry experts to ensure that Pallion provides the best value in the market by giving the best service and supplying the best product
- **Trust:** We are the industry's trusted partner
- **Education:** We invest in the future of the industry through our contribution to the education of our people and our clients
- **Value:** We give our clients the best value product, not necessarily the cheapest product
- **Nimble:** We are agile and progressive. We constantly strive to stay abreast of innovation, industry changes and progress
- **Determined:** We are adaptable and persistent. Nothing is too difficult and everything is achievable

#### **How to Apply**

Apply today by clicking Apply Now or alternatively, please forward your CV to [hr@pallion.com](mailto:hr@pallion.com)