

## Role Advertisement

# Client Service Team Manager

## Administration

- 1 position available
- Opportunity to work for the leading and largest fuel injection company in Australia
- Full-Time vacancy available after completing a successful mandatory probationary period

### **This role is a great fit for you if...**

You have qualifications in Management and Leadership as a priority and you must have the following:

- Excellent communication, influence and negotiation skills
- MYOB Advanced experience would be advantageous
- Excel, Word, Power Bi applications and experience of use
- Call centre experience would be advantageous
- Excellent time management and organisational skills
- You have proven capacity to work effectively and efficiently, both autonomously and as team leader

You are successful in training and supervising team members and have proven to possess skill sets to ensure that you identify and remedy skills gaps of your team members to empower them to complete their roles to the best of their ability. You strive for efficiency in process and accuracy of data entry, and your conflict resolution skills are of a high standard where business objectives and warranty process are complied with.

You can complete all tasks using strategic planning and with your experience and knowledge demanding high level of technical tasks with ease.

You have the knowledge and ability to perform work across other business streams including dispatch logistics and production work. You also have well developed verbal, written communication and numerical skills and can undertake quality assurance functions for the critical feedback and assessment work of other team members.

### **In this role you will:**

You will lead by example, monitor KPI's and produce quality work in a busy work environment, using correct procedures in a safe and efficient manner, participate in research and development.

Actively contribute to the outputs to meet all business objectives and requirements

Provide a high level of professionalism to contribute to a culture of alignment to BDG objectives, where you will ensure client service and maintain a call centre environment to BDG standards.

### **About us**

In 1972, Gregory Bailey started a diesel fuel injection repair business in Sydney, New South Wales, Australia. Today, CEO Stephen Bailey provides all innovation, improvements and direction of all products including research and development within the Baileys Diesel Group.

With over 47 years expertise and knowledge the Baileys Diesel Group is an industry world leader, #1 diesel combustion efficiency and technology. We actively participate in servicing, maintaining and improving industrial, rail, marine, mining, off- highway and on-road vehicles.

Baileys Diesel Group operates from Baileys Diesel Technology Centre in Wollongong New South Wales. This is a state of the art, 1500m<sup>2</sup> all-inclusive facility south of Sydney, New South Wales. The Baileys Diesel Group also operates a satellite office in Perth, Western Australia.

Baileys Diesel Group focus is on reducing the fuel expended during combustion, therefore reducing the carbon footprint by actively participating in reducing greenhouse gases and emissions, other benefits include reducing overall costs, down time and engine maintenance.

We are aligned with views of United Nations 2030 Agenda and commitment to reduce these international emissions targets.

The Baileys Diesel Group clearly knows our purpose; to serve our clients by the ability to compare, improve measure and validate to international standards. We deliver quality results and superior client service in everything we undertake.

### **Our vision**

To assist clients to reduce all fuel consumption by applying efficient diesel combustion whilst reducing carbon emissions, and therefore reducing environmental and social impacts.

### **Our values**

Environmental: actively reduce greenhouse gases and emissions

Ethical: consistent application of strong moral and ethical principles

Commitment: measure, compare, improve and validate

Efficiency: innovate in all areas of development, technology and manufacturing

Operations: support sound project management and methodology principles

### **Our mission**

Baileys Diesel Group is proudly #1 in combustion efficiency. We provide quality diesel performance products and solutions with stringent quality assurance, and a focus to enhance Sustainable Development goals.

### **BDG Benefits**

BDG offer employees an interesting, challenging and rewarding career with the opportunity to work independently whilst enjoying the benefits of a large organisation. BDG is committed to supporting the successful candidates with on-going training and development for career progression.

All tools and PPE boots, BDG shirts (also BDG uniform dry cleaned) are supplied, we also offer a staff purchase policy on BDG products and also vehicle shop repairs.

### **How to apply**

To apply for this position, please submit:

- Your resume (max 5 pages), referencing relevant experience, credentials and supporting documentation
- 'Claim for the position' (max 2 pages)

**Job Grade / Classification:** Manager/ Clerical services

**Total Remuneration Package:** to be discussed at interview, specific to candidate

**Please note Pre-employment** checks may include:

- Appropriate fitness assessment and medical according to the role
- criminal record check

- 100 point identity check
- BDG will seek confirmation on claims made in submitted applications

**Location:** BDG Head Office, 1/244 Nolan Street Unanderra NSW 2526

**BDG Welcome queries:** Should you have any queries about the role, or, for assistance on how to apply, please contact:

Belinda Twomey, Team Leader on 0406143646 or [belinda@baileysdiesel.com.au](mailto:belinda@baileysdiesel.com.au)

**Applications close:** 11:59 pm on Monday 7 October 2019