

A Unique opportunity to work in a leading edge technology industry within a regional setting.

Community Telco Australia (CTA), an initiative of the Bendigo and Adelaide Bank, is leading a national group of Community Telco franchises. CTA is Australia's largest regional telco and provides the technology, systems and know-how that's enabling more and more communities all over Australia to take charge of their local telecommunications expenditure.

We are passionate about enabling communities to build a more prosperous future through technology innovation.

Customer Service Representative Bendigo Based

The Customer Service Representative position supports national business and residential customers with a broad range of fixed line, mobile, internet and data solutions. This position will be part of CTA's National Contact Centre supporting customers of all Community Telco franchises.

Working as part of a dedicated team the role requires a combination of service, sales and basic trouble-shooting skills.

The successful applicant will:

- Bring telecommunications knowledge and expertise
 - Be adept at utilising multiple systems to deliver customer service & support
 - Be capable of achieving team performance measures and service level standards
 - Be a team player
 - Enjoy working in a dynamic contact centre environment
 - Want to add value to our community through their job
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Technical Service Representative Bendigo Based

The Technical Service Representative position supports national business and residential customers with a broad range of fixed line, mobile, internet and data solutions. This position will be part of CTA's National Contact Centre supporting customers of all Community Telco franchises.

Working as part of a dedicated team the role requires a combination of service, sales and first & second level trouble-shooting skills.

The successful applicant will:

- Have previous technical help desk experience
 - Be experienced with ADSL/ADSL2+ troubleshooting
 - Be experienced with mobile handset/network support
 - Be adept at utilising multiple systems to deliver customer service & support
 - Enjoy working in a dynamic contact centre environment
 - Want to add value to our community through their job
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Download a position description from our website www.communitytelco.com.au. The email your application and resume to careers@communitytelco.com.au or post to Human Resources Manager, Community Telco Australia. PO Box 480 Bendigo 3552. Applications close 10th February 2012.