

Evotec selects staff with demonstrated excellence, offering your business the benefit of their expertise. Our Sales staff utilise their solution design and account management skills to ensure your business maintains its ideal technology solution. Our Project Managers efficiently co-ordinate your solution components.

Our Engineers utilise their technical knowledge to expertly implement and support your solution.

Technology and business practices change, and require us to change. We are committed to developing the skills of our staff across both technology and business — technical design skills, implementation skills, account management skills and support skills — to constantly improve our service levels.

We currently have a number of staff vacancies available:

### **Customer Service Co-ordinator – Full-time Sydney**

Evotec is a leading Australian IT and Communications Company with offices in Sydney, Melbourne and Brisbane.

We specialise in providing IT, Telephony, Carriage, and Infrastructure products and services to small to medium businesses throughout Australia. We offer our clients high-levels of technical expertise and customer service on products and services from Australia's industry-leading brands.

We are seeking a capable Customer Service Co-ordinator to join our dynamic team at our head office in St Peters, Sydney.

Your responsibilities will include:

- Answering calls & handling emails from customers regarding servicing of equipment
- Logging and allocating jobs to technicians and Helpdesk
- Confirming booked jobs with customers and technicians
- Entering technician timesheets and parts used
- Closing and invoicing jobs
- Ordering, receiving and sending stock
- Organising equipment repairs
- Processing delivery dockets & invoices
- Following up jobs to ensure customer satisfaction
- Sales support duties
- Screening external calls for Service, Helpdesk, Technicians and Management.

To be considered for this role you will need to demonstrate:

- Understanding of the IT and Telecommunications industry
- Ideally, some experience with technical job scheduling software.
- Customer-focused attitude
- A high level of attention to detail
- Accurate data entry
- Good organisational skills
- Strong MS Office computer skills.
- What we can offer
- This is an excellent opportunity and a great environment for someone to grow and expand their knowledge and experience in this ever-changing industry.

#### **Pay and Conditions**

Evotec Infobrief | 1300 133 996 | [www.evotec.com.au](http://www.evotec.com.au)

Salary will be negotiated with the successful applicant within the range \$45-\$55k plus super.

**How to apply**

Please send your resume to [pcooper@evotec.com.au](mailto:pcooper@evotec.com.au)

**Customer Service Co-ordinator – Part-time – Brisbane**

Your responsibilities will include:

- Answering calls & handling emails from customers regarding servicing of equipment
- Logging and allocating jobs to technicians and Helpdesk
- Confirming booked jobs with customers and technicians
- Entering technician timesheets and parts used
- Closing and invoicing jobs
- Ordering, receiving and sending stock
- Organising equipment repairs
- Processing delivery dockets & invoices
- Following up jobs to ensure customer satisfaction
- Sales support duties
- Screening external calls for Service, Helpdesk, Technicians and Management.

**What you will need:**

- Understanding of the IT and Telecommunications industry
- Ideally, some experience with technical job scheduling software
- Customer-focused attitude
- A high level of attention to detail
- Accurate data entry
- Good organisational skills
- Strong MS Office computer skills.

**Pay and Conditions**

Hourly rate negotiable between \$20-\$25 per hour. Part time hours flexible – around 20-25 hours, between 8.30am and 5.30pm

**How to apply**

Please send your resume to [posborne@evotec.com.au](mailto:posborne@evotec.com.au)

**Client Services Co-ordinator – Brisbane**

We are seeking a capable Client Services Co-ordinator to join our dynamic team at our office in Coorparoo, south of Brisbane.

Your responsibilities will include:

- Support for sales of IT, communications, carriage into an existing portfolio of accounts
- Outbound calling to set appointments for our Account Managers to those assigned accounts
- Updating Customer Data on our CRM
- Preparing quotes and some general admin duties.

This is an excellent opportunity and a great environment for someone to grow and expand their knowledge and experience in this ever-changing industry.

To be considered for this role you will need to demonstrate:

- Understanding of the IT and Telecommunications industry

- Engaging telephone manner and the ability to call our customers regularly to keep in touch and make scheduled appointments.
- Customer-focused attitude
- A high level of attention to detail
- Accurate data entry
- Good organisational skills
- Strong MS Office computer skills.
- What we can offer
- Pay and Conditions

Hourly rate negotiable between \$20-\$25 per hour. Part time hours flexible – around 20-25 hours, between 8.30am and 5.30pm

**How to apply**

Please send your resume to [posborne@evotec.com.au](mailto:posborne@evotec.com.au)