



18 Nov 2019

Melbourne

CBD & Inner Suburbs

Part Time Showroom Assistant

\$25 - \$29.99 per hour

Choice bro!

- Join one of Australia's fastest growing companies.
- Be empowered to solve customer problems and deliver happiness.
- Discover a workplace where you have a voice and can make a difference.
- Learn and deliver truly world class customer service. (4.8 / 5 star rating out of 1700+ customer reviews)

About the Role

Join our expanding Customer Service team to deliver world class customer experience in our Sleeping Duck Showroom.

This is **NOT** a sales role, this is service. Sick of delivering the hard sell? This is for you.

We help by educating and connecting with customers, not hard-selling. Learn how this approach makes a difference.

Your key responsibilities will be to:

- Meet and help customers who visit our showroom.
- Maintain appearance of our showroom, display of product.
- Pick and pack accessory orders from our attached warehouse.
- Identify recurring issues and report them to the wider business.
- Manage a variety of inbound pre-sale customer enquiries (email, phone, SMS, facebook).
- Continuously learn and improve on your own skills.
- Innovate to improve on the current experience.

This is a part time position.

Required availability: Sat, Sun + 1 or 2 week days.

About you

You get happy when you make others happy. You're looking for somewhere you can grow and learn. You have an interesting story, and you want to have more interesting experiences. You thrive in a small team, dynamic environment where the rules can change. You are independent, loyal and reliable.

You don't have to have had extensive experience, just the right mindset and attitude.

To be successful, you'll have:

- Active listening skills that identify customer needs and provide appropriate solutions to customer enquiries.
- Qualities such as empathy, open-mindedness, radical honesty and grit.
- Warm energy, and an enthusiasm to learn.
- Availability to work on a roster. Shift hours are either 9am - 5pm Mon - Friday or 9am - 4pm on Saturdays and Sundays.

What's in it for you?

- Learn from the inside, how innovation works at a fast growing startup.
- Training to upskill into the Sleeping Duck method.
- A great, small team - no robotic, corporate culture.
- Competitive annual salary
- Abbotsford location located on the Yarra River - enjoy peaceful, sunny breaks.
- Smart Casual - Dress for your day

About us

Sleeping Duck is an exciting online startup company that is disrupting how people normally purchase beds. Currently leading the way in Australia with a product that people love. CHOICE magazine rated us #1 in 2018.

We're not just changing the way we all buy a mattress, we're kicking closed our competitor's doors and making sleep personal and exciting again. Stick to the status quo or be a part of a company that's changing the way people sleep.

The team you will be working with consists of ex-engineers, entrepreneurs, ex-advertising, and customer service experts.

Click the “Apply” button to submit your application.

Please attach a cover letter telling us a little about yourself and outline a recent customer service experience you have encountered.

Only applicants with cover letters will be reviewed

Questions:

1. Is this a full time or part time role? How many days per week are you required to work?

2. Name 3 key responsibilities you will be required to do:

- a.
- b.
- c.

3. Write 3 personal strengths that will improve your chances to be a successful applicant:

- a.
- b.
- c.

4. After reading the company's profile at the end, what other personal qualities or experience do you need to mention to boost your chances?

5. What document do you need to attach along with your online application?