

# DATA MARS

## Customer Services Officer - Banyo

- **Phone based role – suit action oriented, focused & motivated team player**
- **Extremely busy volumes – high level of data entry accuracy & speed essential**
- **Hours of work are Monday to Friday 8am to 4pm – parking provided**

Provide exceptional customer experiences to our Datamars Reseller network across Australia & support our national sales team.

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### About Datamars

Datamars is a global data solutions company with a 30+ year legacy in animal and textile solutions. Building on our history as a successful RFID identification and data solutions company we bring together products, technologies and capabilities to put powerful data in the hands of our livestock, pet and textile customers so they can make better informed decisions, get the right results and achieve measurable success.

### An insight to the role

- Provide exceptional phone based customer services to our National reseller network
- Assist customers with product queries and provide product solutions
- Accurately Process/Data Entry of sales orders via an online order system & email
- Work alongside our production & warehouse teams regarding availability of product
- Proactively work together within a small team to achieve outcomes & support our national sales team

### Key success factors

- Solution focused with a helpful attitude and willingness to achieve positive outcomes
- Exposure within the agriculture sector is advantageous as is experience within the manufacturing or retail/reseller sector – however this is not essential
- Proven customer service experience – processing sales orders (ideally products based)
- Excellent people and communication skills & ability to work through things systematically
- Ability to work under pressure, remain calm and positive in all customer and team communications
- Fast and accurate data entry skills in a busy environment
- Exposure to working with SAP or similar ERP systems & knowledge in Excel

### Culture & Values

- **BE Passionate; Aim to Excel; Respect one another; Strive for Performance; Be Empowered!**
- Customer centric – Solution focused – Relationship driven
- Innovative – delivering advanced integrated technologies to transform sectors
- Collaborative – sharing ideas & collaborating across global teams
- Competitive & growth mindset – Market leaders – Goal oriented – growth focused

### Benefits

- Base salary + 10% super + car parking
- Enjoy a paid day off on your birthday each year
- Employee Assistance Programme – Supporting wellbeing “I AM HERE” Tribe
- PEERS Reward & Recognition Program across Australasia
- Global secondment opportunities for those interested in international experiences

As a vertically integrated business with a head office in Switzerland and market-based operations in over 21 countries, we unite people from diverse sectors, backgrounds, countries and professions. This proudly diverse and inclusive culture strengthens our collective abilities to make a measurable difference to the profitability and quality of life of customers, the sustainability of sectors and the future of the environment.

We have R&D hubs in three locations, production facilities in six locations and sales and marketing hubs in over 24 locations worldwide. We are constantly evolving, which allows our people to engage with stimulating & innovative technology, products & projects.

Please get in touch with Mel Pantelides, Global Recruitment Lead – [melanie.pantelides@datamars.com](mailto:melanie.pantelides@datamars.com)