

Customer Onboarding Specialist

We offer our staff a number of great benefits, including:

- Purchase additional Annual Leave
- Gym reimbursement program
- Additional Leave options
- Study assistance

Your new company

Bank First, formerly Victoria Teachers Mutual Bank, is a customer owned bank that exists for the sole purpose of providing better banking experiences for customers; not to serve shareholders. Due to growth in the department, we are expanding our workforce planning team to ensure our new and existing customers continue to receive the expected level of service.

Your new role

As the first person to interact with our new customers, you provide a positive and seamless onboarding experience via outbound calls. You will also manage a small portfolio of new customers, proactively welcoming them to the bank, ensure all services are set up correctly, and strengthening the relationship between new customers and Bank First.

What you'll need

You are an experienced consultant who displays genuine interest in your customers and will proactively offer education as well as product and service solutions through regular needs-based discussions. Proven banking or relationship building experience is required.

You will also be able to demonstrate the following skills and attributes;

- Advanced conversational skills and a genuine interest in people
- Ability to identify needs and have needs based sales conversations
- Relationship building and stakeholder management abilities
- Strong organisational and time management skills.

What you will get in return

This exciting opportunity will see you working for an award winning organisation, with a competitive salary package and a broad range of other benefits reflective of our healthy culture.

What you need to do now

To be considered for the role, please send your CV and covering letter addressing the above criteria to jobs@bankfirst.com.au.

Applications close: Friday 14 December

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