



Tivoli Hi-Fi & Home Cinema

Classification – Customer Service Manager

Work Type – Full-Time 38 hour week

Tuesday to Friday 9am to 6pm,

Saturday 10am to 5pm

Location - Hawthorn East

Advertiser - Tivoli Hi-Fi

Salary - Excellent Salary

Tivoli Hi-Fi is seeking an experienced Customer Service Manager to ensure superb customer service amongst a dedicated team in premium sound and vision products.

Your goal will be to provide outstanding customer service to our clients by developing effective customer service procedures, implementing customer loyalty programs, and setting customer satisfaction goals.

To qualify for the role, the ideal candidate will have proven experience working in a Customer Service Management position, with excellent knowledge of the latest industry trends and techniques. In addition to being an excellent communicator (written and verbal), you will also demonstrate strong leadership and interpersonal skills.

There are four main areas of responsibility:

1/ Inventory Management

2/ Order Fulfilment

3/ Customer Service

4/ Internal Support

The successful candidate will work predominantly along side the Sales Manager. Together you will work as a team in order to improve the conditions and efficiencies of the business.



Tivoli Hi-Fi & Home Cinema

Who we are and what we do:

Tivoli's mission is to provide highest quality consultative demonstrations of Hi-Fi audio, video and multi media equipment, which will provide our customers with an experience to remember and a purchase to see them through long into the future with pure enjoyment. We are a small tight knit team that helps each other in busy and slow times to ensure the success of the business.

We take our job and company mission seriously, but we never take ourselves too seriously.

Music is always playing, good coffee is on hand and the right person for this job has the customer needs at the forefront of their thinking

This is what our Customer Service Manager team member would have to look like.

- Love organisation
- Outstanding written and verbal communication skills
- Excellent leadership and interpersonal skills
- Knows how to prioritise and manage deadlines
- Proficiency in Microsoft Office
- Analysing sales and inventory gross profit contribution levels to plan and adjust the merchandising mix in response to a dynamic changing retail environment
- Possesses a "Whatever it takes" attitude and thrives in challenging situations
- Has a strong desire to learn and is eager to tackle new situations
- Able to proactively anticipate needs and follow directions flawlessly
- Strives for perfection even on the smallest tasks

To be considered for this role, apply by submitting your cover letter and CV to the email link below.

tivolicareers@gmail.com