



Tasmania's own
REDLINE

Casual Customer Service Officer Launceston Transit Centre

Tasmania's Own Redline Coaches is the largest private coach operator in the state providing passenger route services, charters and tours.

Due to recent changes to our Launceston operations and services, "Tasmania's own" Redline Coaches is seeking an enthusiastic person with customer service experience to join our Launceston based team on a casual basis, with view to permanent part time appointment in April. Initially this position will be offered on a 20-25 hour per week basis.

Working a rotating roster (including weekends) the successful applicant will be based at our Transit Centre in Cornwall Square Launceston and will be responsible for passenger booking activities, assisting arriving and departing passengers, and the loading and unloading of coaches. The role also is responsible for taking phone bookings and answering customer phone enquiries.

The positions require a person who has excellent customer service skills and enjoys working with people in a busy frontline role.

To succeed in this role you will need to have:

- A friendly and confident attitude
- A keen eye for detail
- An ability to quickly operate various booking & communication systems
- A talent for managing competing priorities in a pressured work environment
- Basic mathematic skills
- A sound knowledge of the geography of Tasmania

The successful applicant must also be able to provide or obtain a current National Police Check, and be prepared to undertake a medical incl. drug and alcohol testing.

Interested applicants should send a resume and cover letter to employment@tasredline.com.au. Your cover letter should introduce you and your experience with customer service roles, when you would be available to commence, and any limitations on shifts that you would be available to work.