

# Job Opportunity | Investor Response Officer

Based in our Sydney Office.

## Our Business

We are one of Australia's leading providers of professional services. These services include Share Registry – Listed & Unlisted, Corporate Secretarial, Employee Plans and Payroll.

## What we offer

At BoardRoom we pride ourselves on being innovative and service focused. We are fast paced and fast growing but stay true to ourselves by living by our seven core values:

- We place our customers at the centre of everything we do
- We only come with solutions
- Everyone has a voice
- We commit to play as a team
- We work to the highest standards with heart and passion
- We embrace innovation and learning
- Be the change you seek in others

You will have the opportunity to build your skills and expertise to reach both your career and personal goals by working alongside industry experts and accessing training opportunities. You also get the benefits of not having to wear business attire everyday as we have a casual dress code unless you're meeting with clients. We have a number of discounts through our partners, social events and our annual Christmas party plus many more events throughout the year!

## The role

The purpose of the Investor Response Officer based in our Response Centre team is to provide Boardrooms key stakeholders with high quality service standards and accurate and concise information within a desired timeframe via telephone or email.

## Targets

In this role you will be responsible for:

- Providing outstanding customer service over phone and/or email to clients
- Resolving investor enquiries
- Identifying customer and client requirements, and owning the end-to-end resolution of the query to drive an excellent, effortless customer experience
- Identifying and communicating areas of risk

## What we are looking for

If this role is of interest to you and you can demonstrate that you have:

- Beginner to intermediate knowledge of Excel, Word and MS computer applications
- A history of customer service experience
- Exceptional communication skills – both verbal & written
- Strong organizational skills with the ability to prioritise & meet deadlines

To find out more about our company please visit – [www.boardroomlimited.com.au](http://www.boardroomlimited.com.au).

To find out more about this opportunity please contact Alana Penny, Human Resources Manager at [alana.penny@boardroomlimited.com.au](mailto:alana.penny@boardroomlimited.com.au).