

Heading the call

WHEN you are looking for a job in a call centre you should go with a company with a strong track record.

Hudson has that track record.

For the past six years, Hudson has been active in placing candidates in a range of positions — from entry level to management — within the contact centre industry.

Clients include corporations, as well as small and medium-sized businesses within the banking and finance, consumer, telecommunications, media and government sectors.

Hudson identifies that contact centres represent a thriving industry and exciting career opportunity for many people.

Whether it is a customer service, business-to-business sales or leadership

role, Hudson is committed to helping you find the right job.

Want to hear more about opportunities for employment within a contact centre? Contact Daniel Mullender, ph: 9622 2386, or Jordan O'Connor, ph: 9622 2515.

On the Ball

IF YOU'RE running a contact centre you want your staff to be on the ball, you want your managers to be on the ball, so when looking for staff why not turn to On the Ball Personal (OTBP)?

When you walk through the door, the absence of fluorescent light, grey carpet and the usual recruitment industry panic reflects the personality of company founder Sharon Vandermeer and the OTBP Team.

Fifteen years in recruitment has led to a successful recruitment business.

Vandermeer says OTBP's success is due to a dedication to making a

difference in the HR industry and concentrating on human relationships.

A great deal of OTBP's workload is providing permanent and temporary staff within the contact centre industry.

The need for contact centre staff is always high.

One tool that has contributed to OTBP's success in this area is its state-of-the-art customer service testing.

Say goodbye to the role-plays in separate rooms and hello to a computer-generated customer service test in which the computer asks the tough questions.

Vandermeer says it has helped to streamline the recruitment process for contact centre staff.

"The clients love it and the candidates feel it really challenges their customer service skills," she says.

On The Ball Personnel, ph: 9510 2606.



On the pulse: Hudson identifies that contact centres represent a thriving industry and exciting career opportunity.

SALES CONSULTANTS

Full & Part Time Opportunities

If you want a career in sales where you can earn great bonuses by selling a fun and exciting product then FOXTEL has the role for you.

This newly created team is dedicated to promoting & selling FOXTEL's leading edge Digital services to existing subscribers.

If you get a thrill from selling to customers, are driven & ambitious and can blend an exceptional sales technique with tenacity, this role could be the career opportunity you have been waiting for.

To be successful in this role, you must have demonstrated sales skills and be an excellent communicator. In return you will enjoy a base salary complemented by generous roster incentives and a highly impressive bonus scheme.

Full Time and Part Time positions require working on rotating rosters 7 days of the week.

To apply please call our 24 hour hotline on 9674 9680 or apply online at www.hallis.com.au - select Job & Career Centre, Job Search and enter Job Reference 27731.

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Imagine if we put headsets on just anyone.

We don't; that's why we're called Select.

We represent the best that Melbourne has to offer.

Select Teleresources specialises in the recruitment of:

- Contact Centre Representatives - Inbound and Outbound
- Help Desk Operators
- Telemarketers and Telesales
- Call Centre Managers and Team Leaders
- Collections Officers
- Market Research Consultants
- Call Centre HR and Training Consultants
- Sales Representatives
- Front Desk and Retail Staff
- Promotional Representatives

If you are seeking a career move, call us today on (03) 8663 4706 or email your resume to ebrace@selectteleresources.com.au

Select
Teleresources

Healthy Career Opportunity

- Leading contact centre
- Rewarding benefits
- Hawthorn Location

We are searching for energetic, service driven and results focussed individuals to join our inbound contact centre. Working in a team, you will provide superior customer service to our members relating to product, service and general queries. You must demonstrate exp working with customers, a track record for achieving set targets, excellent verbal and written comm skills, high attention to detail, an ability to apply new knowledge, and solid computer skills.

Call centre hrs: Mon-Thur 8.30-8.30; Fri 8.30-8.00; Sat 9.00-1.00.

To apply, email your application to hbarecruit@hba.com.au

HBA
Health Insurance



Making our imprint in the Call Centre Industry!

ON THE BALL PERSONNEL

We always have a high number of Outbound and Inbound Call Centre roles available.

We constantly seek candidates that have a passion and desire to make their mark in the Contact Centre Industry.

11/545 ST KILDA ROAD, MELBOURNE
Phone: 9510 2606
www.ontheballpersonnel.com.au

CONTACT CENTRE INBOUND

ST KILDA ROAD LOCATION

AAMI IS MADE UP OF PEOPLE LIKE YOU.

Winner of the Australia and New Zealand Insurance Industry Award - Best General Insurance Company of the Year - 2004!



It's important to know about the company you decide to work with. So, we thought we'd ask our people to talk about what sets us apart:

"You have a mixture of very capable individuals who have come here from a variety of jobs. This is meaningful work and there are plenty of opportunities here."

"I had never done telephone work - but I have lots of customer service experience. One thing I've found here is that there's no age limit. I work with 18 year olds and I work with people in their 50's - it's the culture."

Think about us... Think about AAMI...

As a Contact Centre Consultant you will receive inbound calls and provide information to new and existing customers in the Home and Motor Insurance fields.

AAMI offers:

- Comprehensive training
- Rewarding career opportunities
- Competitive salary and innovative benefits
- Discounts on Home & Motor Insurance

We are currently recruiting for Permanent Full Time & Part Time positions commencing 4th July 2005. Please visit www.careers.aami.com.au and refer to FT Job No. 167892 and PT Job No. 167917 by Friday 10th June 2005.



LUCKY YOU'RE WITH

AAMI



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CUSTOMER CONTACT

Telesales Opportunities

Permanent & Temporary Roles

Hudson regularly recruits for experienced telesales people for a range of leading organisations. If you believe that you have the potential to put together solutions for your customers and understand the needs of a phone-based selling environment, then we would like to hear from you.

In return, our clients will reward you with a generous base salary and bonus scheme, and support you with ongoing training. Our clients also understand the need to assist you with your career development.

Enquiries can be made to **Daniel Mullender** at Hudson **Customer Contact** in our Melbourne office on (03) 9622 2386, quoting Ref. No. OTHR/BZ/03052. Alternatively, email melapply@hudson.com

Hudson Global Resources (Aust) Pty Ltd

Hudson



CUSTOMER SERVICE COLLECTIONS: Put your mouth where the money is.

- Collections roles (no experience necessary)
- Full-time and part-time
- Multi-national finance organisation
- Excellent commission and career opportunities

For all details regarding these outstanding opportunities, including application information, please see our website: www.ipa.com.au and enter Job Reference Number NP301/0606 into the Job Search Field.

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