

### **Customer Success Representative – Services**

Location: Thornton, NSW

Full-time | Immediate start available

Are you organised, people focused, and ready to build your career in a hands-on, technical environment?

We're looking for a Customer Success Representative to join our service team and help keep our workshop operations running smoothly.

An excellent opportunity for a graduate or early-career professional ready to take ownership, work across disciplines, and grow long-term.

### **About us**

BlueZone Group is an Australian SME providing specialist sales, integration, and service support to the maritime industry, with core focus areas across remote and autonomous systems, hydrographic and oceanographic equipment, and diver systems.

Operating for over 25 years, we maintain two locations across Australia, with our head office in Thornton, NSW. We support customers across the Defence, Offshore Oil & Gas, Hydrographic, Oceanographic, and Water Resource sectors, delivering reliable solutions into demanding operational environments.

At BlueZone Group, we are committed to supporting customers who operate in some of the world's harshest conditions, ranging from deep oceans and coastal seas to rivers and critical water infrastructure. Our technically superior OEM product portfolio, combined with strong application engineering expertise and depot-level service capability, enables us to deliver dependable, end-to-end solutions that perform when reliability matters most.

### **About the Role**

You'll be the link between our customers, workshop technicians, suppliers, and Original Equipment Manufacturers (OEMs). From first enquiry through to invoicing and reporting, you'll help make sure jobs are well coordinated, customers are kept informed, and nothing gets missed.

As part of the Sales and Marketing Team, and reporting to the Technical Sales Manager, you'll be a critical contributor to the day-to-day success of BZG's service and customer relations capabilities. Partnering closely with the Sales, Service and Projects teams, you'll support customers, identify and develop strategic sales opportunities, and help drive long term business growth. It's a busy, varied role with lots of exposure to how a technical service business operates.

### **What You'll Be Doing**

Customer Support & Communication

- Be the go-to person for customer service enquiries related to workshop and servicing jobs
- Chat with customers (email & phone) to understand their service needs
- Prepare and send quotes and invoices clearly and accurately
- Keep customers in the loop with friendly, professional updates
- Build strong relationships and networks to understand and anticipate client needs

#### **Newcastle (Head Office)**

21 Huntingdale Drive  
Thornton, NSW 2322, Australia  
Tel: +61 (0)2 4964 3500

#### **Perth**

Unit 1, 41 Discovery Drive  
Bibra Lake, WA 6163, Australia  
Tel: +61 (0)8 6595 1500

#### Workshop & Team Coordination

- Work closely with the Workshop Manager and technical team to build and update quotes
- Track jobs as they move through the workshop and follow up on progress
- Join daily stand-ups and weekly team meetings, taking notes and minutes when needed

#### Suppliers, OEMs & Logistics

- Liaise with Purchasing and Logistics to organise parts and external servicing
- Communicate with OEMs to confirm pricing, timelines, and job status
- Help manage OEM invoicing and ensure accuracy throughout the purchasing process.

#### Admin, Organisation & Reporting

- Keep service documentation neat, organised, and easy to find in line with internal processes
- Manage the Service email inbox and prioritise requests
- Assist with monthly services and financial reporting

#### Systems You'll Use

- Microsoft Dynamics 365 Business Central
- Microsoft Outlook
- Microsoft Excel
- Microsoft SharePoint
- Trello

Training will be provided where needed, you don't need to be an expert on day one.

#### About You

You're someone who:

- Customer-focused and people-oriented: You enjoy working with others and take pride in delivering great service.
- Organised and detail-driven: You stay on top of the details and keep things running smoothly.
- Clear, confident communicator: You communicate professionally and effectively by phone and email.
- Capable and dependable under pressure: You can juggle multiple tasks, prioritise well, and see things through to completion.
- Proactive and solutions-focused: You take initiative, don't wait to be asked, and follow tasks through to completion.
- Committed to identifying and resolving issues: You don't work around problems—you take ownership, fix them properly, and maintain strong standards.

You'll likely have:

- Several years' experience in a customer service, admin, or coordination role.
- Experience in a workshop, service, logistics, or technical environment is a plus, but not essential.
- Certified education in business, administration, or a related field will be regarded highly.

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### **Graduate Friendly & Career Progression**

This role is graduate friendly and ideal for someone early in their career who wants real responsibility and room to grow.

You'll gain experience across:

- Customer service and coordination
- Workshop and service operations
- Finance, quoting, and invoicing
- Supplier and OEM relationships

As you develop, there are opportunities to progress into roles such as:

- Service Coordinator
- Operations Support
- Project or Service Support
- Sales

We value people who want to learn, take initiative, and grow with the business.

### **Why Join Us?**

- Friendly, supportive team with a down-to-earth culture
- Structured processes with plenty of training and support
- Varied role where no two days are the same
- Strong foundation for a long-term career in technical services and sales
- Monthly staff BBQs, monthly rostered day off, Christmas and Winter parties.

Apply now if you're looking for a role where you can build skills, gain experience, and be part of a collaborative team.

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