

WE GIVE YOU A
WORLD
OF POTENTIAL

Computershare

Discover where a career at Computershare can take you

Since Computershare was established in Melbourne in 1978, we've expanded into markets around the world to become a global leader in financial administration. Every day we help customers around the world manage their finances and handle complex transactions. We're looking for focused, friendly people to deliver an outstanding customer experience.



Our operations team play a central role in supporting our client's critical stakeholders, helping them to manage their investments and handle complex transactions. When you first join us, our priority is your training and getting you ready to help our customers, you'll be learning alongside other new team members with our skilled and experienced trainers.

As you grow in your role, we will support your progression with comprehensive learning resources, continuous development, and structured career pathways. We also recognise and reward hard work and determination and have exciting career opportunities for those who want to take them.



Ilaria Inglese

Customer Service Team Leader



Ilaria joined Computershare in 2019 as a **Customer Service Representative**. One of the reasons that Ilaria was attracted to us was our purple culture and global opportunities.

“ I love challenging myself and learning something different every day. Computershare gave me the opportunities to be able to do what I love the most: Learning, developing, and having a bit of fun whilst doing it! ”

After a few months in that position, Ilaria was asked to move into our new 24/7 model. She applied for a Team Leader position and even though she wasn't successful, she was offered a **Trainee Team Leader** position instead. In her new role, she had the opportunity to participate in a 12 month course for new managers.

“ With the opportunity to become Trainee Team Leader, in a brand new department, I could learn and be involved in building and improving the department and ultimately became an experienced Team Leader. ”

After a year in her trainee position and having gained more experience, Ilaria became a **Team Leader**. She's now progressed into a leadership course for experienced managers and is involved in additional projects to improve her skills, preparing her for when a new opportunity comes along.

“ I consider myself a people person and a caring person. I like being a manager and build trustworthy relationship with my employees, as well as ensuring we meet business requirements. ”



Kate Lodite

Customer Contact Centre Manager 24/7 Team



Kate joined Computershare in 2018 as a **Customer Service Representative** where she was dealing with inbound calls and emails. Her training, helped Kate learn about different products, how her role fitted into the bigger picture and also helped her to get to know her team. Being part of a really supportive environment is important for us, it means that there are always opportunities to ask questions and get feedback.

“What I really enjoy is that no two days are the same. In the contact centre you get to work with a lot of different people and learn new things constantly, so you’re progressing and developing within the company.”

After about six months working at Computershare, Kate joined our team leaders’ program where she started learning about line management within the contact centre and upon completion, she was able to secure a **Contact Centre Team Leader** position.

“What stands out for me is being able to progress my own team members, especially when I was a Team Leader. Being able to work with them, creating personal development plans and developing goals that they can work towards. Being able to support and work with them to achieve these goals and then see them progress into other roles within the company, that has been really rewarding for me.”

A year and a half into her Team Leader position, Kate secured a new role as a **Contact Centre Manager** for the 24/7 contact centre. In our contact centres, we focus on nurturing the talent within our business and developing skills.

“What stands out for me about working at Computershare is the people element. We have quite a diverse workforce which allows us to have a global perspective as we welcome different viewpoints and new ideas.”



Hear more about what stands out when working at Computershare from Kate



Join our team

We're always on the lookout for focused, enthusiastic and friendly people to join our team and have the chance to develop and pursue a career with us, in fact many of our leaders today started with us in junior positions.



If you're looking for a career journey in financial services, one that could take you anywhere, then this could be your best first step.

[Find out more about life at Computershare](#)