



Customer Service

Connecting businesses with the people who
elevate customer experience.

Welcome to Manpower Customer Service

At Manpower Customer Service, we don't just fill roles, we elevate customer experiences.

As a trusted partner to Australia's leading contact centres, and service-driven organisations, our capability goes beyond staffing.

We connect businesses with skilled customer service professionals who enhance brand reputation and customer loyalty.

Whether you need a single standout representative or a full customer support team, our recruitment solutions deliver speed, quality, and consistency.

We're here to help you build a workforce that is responsive, resilient, and ready to represent your brand, because we know the right hire makes every customer interaction count.



Mission statement



To connect skilled customer service professionals with meaningful work, helping businesses build stronger, more responsive, and customer-centric teams across Australia.



We deliver flexible, people-focused, temporary, and project staffing solutions that enhance customer experience and support the service excellence of our clients.

Vision statement



To be Australia's most trusted recruitment partner in the customer service sector, recognised for our deep understanding, integrity, and impact on people, performance, and service transformation.



We envision a future where every customer interaction is powered by the exceptional talent we place by driving loyalty, satisfaction, and business success.



Confidence, trust, delivery.



Global reach. Local expertise.

Our network of customer service recruitment specialists spans every major centre across Australia, combining local market knowledge with national reach.

We screen and assess candidates continuously to provide fast access to work-ready talent with proven customer service experience.



Deep sector insight.

We specialise in customer service recruitment, from call centres and case management to customer experience leadership.

We understand the demands of service-driven environments, and the skills and attributes that define top-tier customer service professionals.



Workforce solutions.

Whether you need an individual for a day or a full team for a project, our flexible staffing solutions are built around your business needs, including permanent, temporary, and unbundled recruitment, as well as payroll services.

Our approach ensures compliance, agility, and quality outcomes.



Strategic solutions partner.

We act as an extension of your team, aligning with your goals, culture, and service standards.

Our targeted recruitment methods and deep market insights help you build resilient, high-performing customer service teams that drive loyalty and business success.

Targeted solutions



Permanent recruitment.

Manpower has the experience, capability, and capacity to support your permanent hiring decisions.

We understand your needs and culture to find the best fit for each of your unique positions.

Our industry-focused recruiters continually build a talent pipeline so we can readily source the right-fit candidates for your business.



Temporary recruitment.

We scale your workforce to meet business demands. Our extensive talent pools give you access to temporary workers within hours.

We use best-practice methods and an ISO 9001–accredited process to assess skills and predict success in specific environments.



Unbundled recruitment.

We help your talent team and hiring managers expand capacity and hire effectively, from early-stage phone screening and shortlisting to large-scale assessment centres and reference checks.

You choose the areas where you need support, and we'll integrate with your processes.



Payroll services.

Manpower manages brand risk with 100 per cent accuracy and compliance in contingent and contract payroll through our expert team.

Our managed services model delivers a cost-effective payroll service with onboarding and offboarding for your contingent workforce.

Local expertise. Global strength.

As part of ManpowerGroup, we combine deep local market knowledge with the global reach of a worldwide leader in workforce solutions.

Manpower Customer Service is backed by over 75 years of workforce expertise and a talent network that spans 80 countries. Whether you're hiring regionally or scaling nationally, our connected ecosystem ensures you're supported every step of the way.

One team. Global reach. Local results.



Targeted industries. Specialist talent.

Manpower Customer Service supports a wide range of industries across Australia, delivering skilled professionals who enhance customer experience and drive service excellence.

We provide talent across the full spectrum of customer-facing roles.



Customer Service Representative



Customer Service Team Leader



Customer Service Manager



Client Services Officer



Case Manager



Member Services Consultant



Contact Centre Team Leader



Contact Centre Manager



Contact Centre Specialist



Inbound Sales Consultant



Outbound Sales Consultant



Business Development Specialist/ Manager

Five ways we outperform in partnership and delivery.

1

We ask smarter questions upfront

Before sourcing starts, we dig into the why, not just the what. We explore role purpose, team dynamics, hidden blockers, and workforce implications, so we can build out the right solution, not just respond to a vacancy.

2

We build talent pipelines before you need them

Proactive sourcing is baked into our delivery model. We track emerging roles, monitor local supply shifts, and keep passive candidates engaged, so you're not starting from zero when urgency strikes.

3

We translate operational pressure into hiring strategy

We understand how seasonal changes and customer demands create pressure on your workforce.

Our recruitment process aligns with your operational needs, whether you're scaling your team for peak demand periods or looking to improve customer response times.

4

We represent candidates with integrity

Every candidate we put forward has been qualified with care, not just for skills, but for mindset, cultural fit, and long-term potential.

We don't flood inboxes, we deliver the right shortlist, first time.

5

We treat every brief like it's business critical

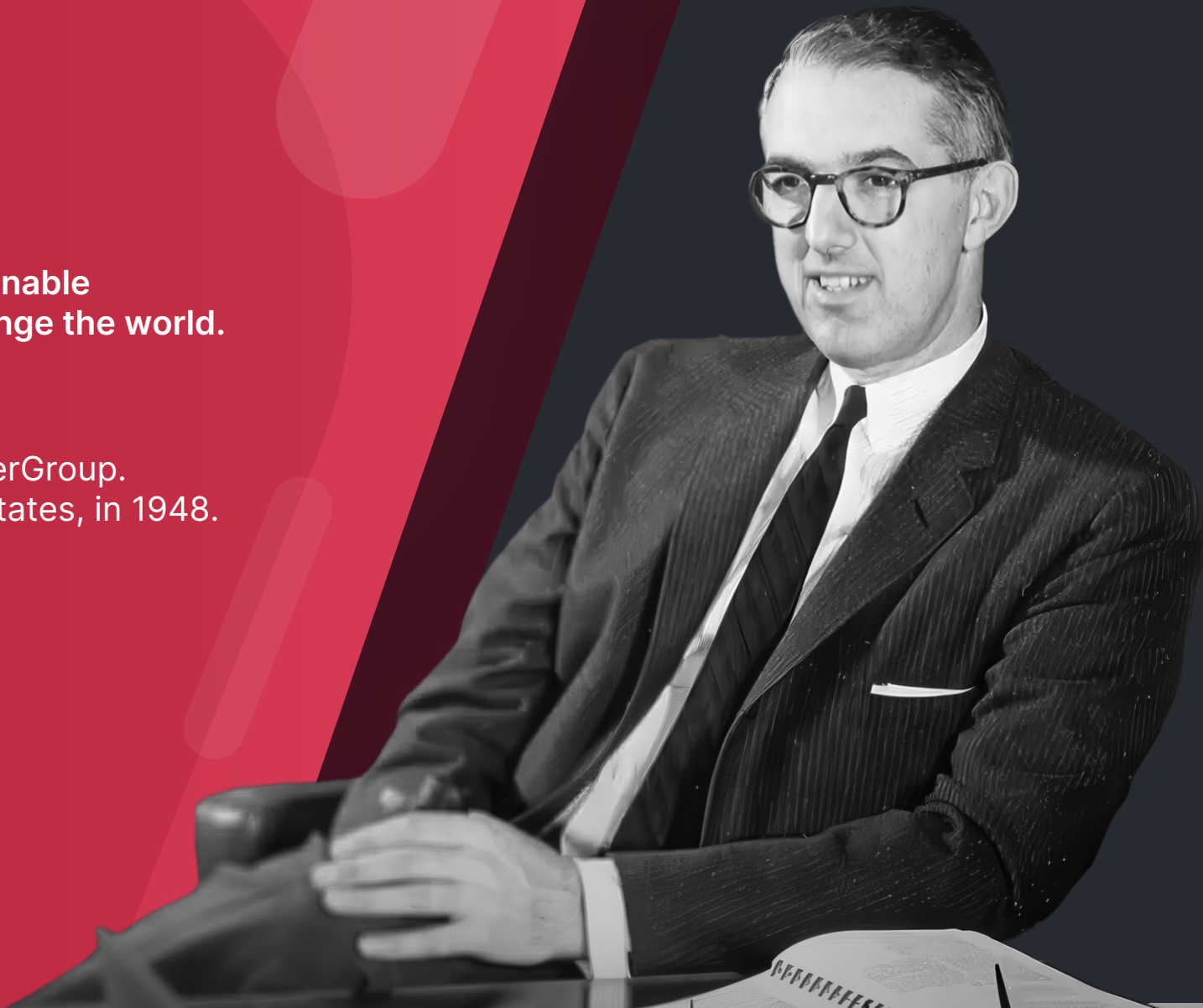
Because for you, it is.

We bring urgency, accuracy, and professionalism to every interaction, whether it's one hard-to-fill role or a national hiring strategy.

We believe

We believe that meaningful, sustainable employment has the power to change the world.
We believe this because he did.

Elmer Winter, Founder of ManpowerGroup.
Established in Milwaukee, United States, in 1948.



DEIB in action

We create career pathways that open real opportunities.

At Manpower Customer Service, we work with clients and partners to turn inclusion and environmental, social, and governance (ESG) commitments into practical action.



Veterans and defence families

Veterans bring leadership, discipline, and a values-based approach to work. We build recruitment strategies that support their transition into civilian roles, such as:

- translating military experience into civilian career paths
- providing coaching before placement and support during onboarding
- educating employers on veteran-ready workplaces, role design, and retention
- working with Salute for Service and Helping Heroes.



ESG and reconciliation

Our Reflect RAP forms part of our broader ESG commitment. It shapes how we recruit, who we partner with, and how we deliver, such as:

- partnering with Indigenous-owned suppliers like Muru Office Supplies and Asquith Workforce
- delivering cultural capability training to recruiters and leaders
- participating in NAIDOC Week and Reconciliation Week at a national level.



We bring our best every time we connect.

With deep market expertise and a people-first approach, we simplify hiring and deliver outcomes that last. Whether you need one key hire or a full team, we'll work with you to solve workforce challenges with care, urgency, and precision.

Real people. Real solutions. Real impact.



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Experis®
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Talent
Solutions
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