



Approval Date: September 15, 2017

Job Description

Customer Service Coordinator (CSC)

Title:

Customer Service Coordinator
Lead Customer Service Coordinator

Job Function: CSC
Pay Status: Hourly
FLSA: Non-Exempt

Reports To: Location Manager

JOB SUMMARY:

Prepare vehicles according to established service procedures. Complete rental and return transactions. Sell company programs and services to customers at the counter, following established procedures and sales techniques. Perform duties and provide services that reflect positively upon the organization as a whole.

ESSENTIAL DUTIES:

1. Display courteous, professional customer service and customer service sales skills that reflect positively upon the company.
2. Clean exterior and interior of vehicle according to service delivery standards. This includes windows, floor, floor mats, seats, dashboard, armrest, doors, ashtray, trunk, etc. Dispose of garbage. Turn in any articles left by customers to designated lost and found area. Vacuum interior and either manually wash and clean exterior or use automatic car wash.
3. Receive incoming telephone calls from customers inquiring about rental reservations, rental transactions, rates, eligibility or other information. Provide customers with complete and accurate rental information, specifically vehicle class availability, rental rates and requirements.
4. Prepare vehicles according to established procedures which include accurate RentWorks system entries of the vehicle's location, mileage, fuel level, damage, etc. Move vehicles to a designated area or another company location as required.
5. Complete rental transactions and agreements for customers following established guidelines and procedures. Obtain required authorization, signatures, imprints, addendums, confirmation numbers, etc. Perform other special services as assigned.
6. Complete qualification procedures prior to renting vehicles. This may include motor vehicle record check, credit card authorization, etc.

Note: The job description reflects the Company's current assessment of the essential functions of the job. It is not meant to, nor does it, restrict the Company from assigning additional duties and responsibilities not specifically identified as essential functions herein. It is also not meant to, nor does it, restrict the Company from determining the need to modify or revise in any way the essential functions of the job.

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7. Sell company programs and services to customers in an effort to maximize sales opportunities and meet sales goals set by management. Programs and services include protection options, refueling program, special promotions, future reservations, upgrades, etc. Maximize upgrades and walk-up sales based on vehicle availability, utilizing established sales techniques and dialogues.
 8. Review completed contracts with customers to verify accuracy of information. Explain rates and charges. Provide customers with completed rental agreements.
 9. Complete procedures for returned vehicles. Verify accuracy of closing calculations. Explain charges to customers, process payments which may include personal check validations where applicable, etc. Complete incident reports as required, set up claims in RentWorks faxing closed rental contracts, incident reports and other pertinent documents to District Managers within established deadlines.
 10. May also use automated hand held check-in system to close rental contracts providing customers with rental receipts once transactions are complete. Continue to verify accuracy of closing calculations. Explain charges to customers and process payments. Complete incident reports as required, set up claims in RentWorks faxing closed rental contracts, incident reports and other pertinent documents to District Managers within established deadlines.
 11. Audit closed contracts to ensure correct charges for rates, refueling, discounts, applicable taxes, etc. May also contact other rental locations to collect information on One Way / foreign vehicle returns.
 12. Answer telephone inquiries from customers utilizing established telephone techniques. Respond to customer questions and complaints. Resolve problems such as arranging for emergency road service/towing for customers. Refer unusual or more difficult problems to lead customer service coordinator or location manager for resolution.
 13. Process opening and closing reports, extension lists, rate surveys, etc.
 14. Complete and submit required paperwork following established procedures.
 15. Maintain a neat and clean work area. Maintain a professional appearance, adhering to company guidelines regarding uniforms and/or dress code.
 16. Secure company assets in assigned work area. Maintain inventory of supplies at work station, including rental agreements, incident reports, etc. Maintain lost and found following established procedures.
 17. Read and remain current on company announcements, procedures, notices, etc. in order to stay abreast of company programs, promotions, restrictions, rates, etc.
 18. Perform other duties and projects as assigned.

KEY WORKING RELATIONSHIPS

This position has internal contact primarily with staff in immediate location as well as with staff in other locations, traffic, reservations, sales, fleet, accounting and training to gather or relay information.

Primary and continuous contact is with customers and potential customers at the counter in the delivery and sale of company products, promotions and services.

IMPACT OF ACTION

This position can impact incremental business with upgrades, promoting programs, services, and future rentals to customers. This position has a direct impact on the company's image through the display of positive customer service skills and customer service sales techniques.

RESPONSIBILITY SCOPE AND LATITUDE OF ACTION:

Customer Service Coordinator, (CSC) position is expected to perform duties following established guidelines and procedures. This will include ensuring customers are eligible to receive company approved discounts (i.e. AAA, AARP, etc.) on qualified rates. Situations requiring decisions outside established guidelines should be referred to lead representative or immediate supervisor.

This position is also expected to perform duties of a Service Agent as a regular part of the job, including checking returned vehicles for body damage, inoperative equipment, safety hazards, etc.; cleaning vehicle exterior and interior; checking operation of vehicle accessories, brakes, steering, etc. Successful execution of duties results in increases in: vehicle fleet utilization, company revenue, client base and brand loyalty. Possession of a valid driver's license is required. CSC must maintain an acceptable driving record.

Lead Customer Service Coordinator, (LCSC or Lead CSC) is expected to perform above duties. In addition the Lead CSC will train, coach, assist, motivate and direct work team in performance of job duties. Complete routine reports, assist the location manager in preparing or coordinating shift, lunch and break schedules, and may be acting supervisor when the manager is unavailable. Lead CSC's respond to unusual and more difficult customer complaints and report to management noncompliance with established policies and procedures. The Lead CSC may have more frequent contact with other rental locations and other staff outside work area to resolve problems and to exchange information.

A minimum of one year previous related experience is required at this level. Successful execution of duties results in increases in: vehicle fleet utilization, company revenue, client base and brand loyalty. Possession of a valid driver's license is required. Lead CSC must maintain an acceptable driving record.

The above represents the main duties of this position. However, individuals may in addition perform any or all of the duties listed in the following job descriptions: **Driver and Reservations Sales Agent.**

PREFERED QUALIFICATIONS / JOB KNOWLEDGE AND SKILLS

- Previous customer service experience is desired but not required for this position.
- A high school diploma or equivalent is required.
- The ability to perform basic arithmetic calculations manually or by utilizing a calculator.
- The ability to operate a computer keyboard, basic typing / keyboarding skills.
- Ability to read, write and speak English. Knowledge of a second language such as Spanish may be desired.
- Successful completion of the Company's New Hire classroom training.
- Good interpersonal skills.
- Ability to work effectively in a team environment.
- Regular attendance and some scheduling flexibility is required.
- Possession of a valid driver's license and maintenance of an acceptable driving record is required.

EMPLOYEE ACKNOWLEDGEMENT:

I understand the job description and the job's performance expectations will be the basis for my performance reviews and any related salary reviews.

Employee's Signature: _____

Date: _____