



Approval Date: July 27, 2005

Job Description

Res Sales Agent

Title:

Res Sales, Agent I
Res Sales, Agent II

Job Function: RSA

Pay Status: Hourly

FLSA: Non-Exempt

Reports To: Reservations Supervisor

JOB SUMMARY:

Use sales and customer service techniques to gain reservation commitment from customer calls and customer inquiries. Perform duties and provide services that reflect professionally upon Rental Leasing Services.

ESSENTIAL DUTIES:

1. Receive incoming telephone calls from potential customers inquiring about rental reservations, rates, special offers, eligibility or other information. Provide customers with complete and accurate rental rates and requirements.
2. Qualify prospective renter according to established procedures. Explain qualification requirements as requested. Determine customer rental needs by utilizing established question and answer techniques.
3. Make rental recommendations and sell vehicle rental reservations based on the customer needs. Solicit customers for additional rental reservations when appropriate. Solicit customer's reason(s) for not confirming vehicle reservations when appropriate. Respond to customer questions and objections utilizing established sales techniques. Offer alternatives in order to gain customer's commitment to rent. Capture reasons for not selling the reservation as required and record the reasons within the reservation's documenting systems.
4. Book reservations following established procedures. Enter reservation information and customer data into systems using appropriate codes, data, etc., and obtain and verify accuracy of information as required. Provide customer with all appropriate rate and rental information.
5. Respond to customer issues, directing more difficult or unusual issues to a supervisor for resolution.
6. Read company announcements, procedures, notices, e-mails, etc. in order to stay abreast of company programs and promotions.
7. Perform other duties as assigned.

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.

KEY WORKING RELATIONSHIPS

This position has internal contact primarily with staff in reservation's center as well as with staff in other locations, traffic, sales, fleet, accounting and training to gather or relay information.

Primary and continuous contact is with customers and potential customers over the telephone in securing reservations and the sale of company products, promotions and services.

RESPONSIBILITY SCOPE/ IMPACT AND LATITUDE OF ACTION:

Agent Level I

Has full authority to secure reservations within pre-established procedural and price guidelines utilizing a script. Refers more difficult or unusual issues to a supervisor for resolution.

Successful execution of duties results in increases in: vehicle fleet utilization, company revenue, increased customer base and Brand loyalty.

Agent Level II

In addition to Agent I reservation duties, Level II researches reservation problems, develops a solution and / or refers problems to the supervisor. Gives feedback on Agent I calls. May be acting supervisor in the absence of the supervisor. May collect departmental performance data and enter data into a report for the team's daily statistics. Agents may also be level II if proficient and has a minimum 6 months preferred experience as an Agent I; has successfully achieved Reservation set performance standards and has demonstrated leadership ability to motivate Agent I. Must be able to handle and balance multiple customer calls and Agent I questions. Successful execution of duties results in increases in: vehicle fleet utilization, company revenue, increased customer base and Brand loyalty.

PREFERRED QUALIFICATIONS / JOB KNOWLEDGE AND SKILLS

- High school diploma or equivalent
- 6 months experience in inbound/ outbound sales or customer relations.
- Reservation sales skills.
- Successful completion of the Rental Leasing Services New Hire classroom training.
- Oral and written communication skills required to establish and build positive relationships and Brand loyalty with customers.
- Effective listening skills and willingness to follow a prescribe telephone script.
- Ability to speak and read English fluently. Spanish fluency or other language fluency may be necessary for certain call center desks depending on types of customer flow.
- Comply with all company standards in the handling of all customer calls.
- Use professional judgment in the handling of customer calls.
- Ability to work effectively in a team environment and ability to follow instructions.
- Basic personal computing skills, including typing/ keyboarding skills.
- Basic data entry skills, in both speed and accuracy.
- Basic phone skills.
- Regular attendance and some scheduling flexibility 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 Name: _____

Date: _____

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Revised 12-06-2005