



Approval Date: July 27, 2005

Job Description

Service Agent (SA)

Title:

Service Agent
Lead Service Agent

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

Reports To: Location Manager

JOB SUMMARY:

Clean and service vehicles according to established vehicle service standards. Perform duties and provide services that reflect positively upon the organization as a whole.

ESSENTIAL DUTIES:

1. Check returned vehicles for body damage, inoperative equipment, safety hazards, fuel level, mileage, etc. Remove damaged or problem vehicles from fleet to designated out-of-service area and document problems for maintenance. Notify rental counter of vehicles taken out of service.
2. Check operation of vehicle accessories, brakes, seat belts, steering, tire wear, air pressure, fluid levels, batteries, belts and general performance of vehicles.
3. 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 clean exterior or use automatic car wash.
4. Conduct vehicle inventory according to established procedures. Complete necessary paperwork once vehicles are ready for rental and submit to rental counter.
5. May inform customers of return vehicle procedures. This includes noting the vehicle's fuel level and mileage.
6. Assist in locating and removing designated vehicles from fleet. Follow speed limits and traffic guidelines when moving vehicles.
7. Ensure all vehicles and keys are accounted for throughout the day. Maintain an organized lot with correct vehicle classes parked in appropriate spaces.
8. Maintain a clean and safe work area. Place trash and debris in trash containers, emptying trash containers as necessary. Adhere to established safety policies and procedures. Label chemicals as required, use goggles, gloves, etc. as required.

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.

9. Maintain a professional appearance, adhering to company guidelines regarding uniforms and/or dress code.
10. Secure company assets in assigned area following established procedures. Maintain adequate supplies at work area.
11. Complete assigned reports, logs and lists daily or as instructed.
12. May shuttle customers to desired destination as directed by supervisor. Provide operating instructions to customers as needed.
13. Perform other duties and projects as assigned.

KEY WORKING RELATIONSHIPS

Primary internal contact is with staff in immediate location as required to perform job duties. Service Agents may have limited external contact greeting and assisting customers at the return area in accurately documenting the vehicles mileage, fuel and damages for the rental counter.

IMPACT OF ACTION

This position contributes significantly to overall customer satisfaction by delivering clean vehicles at time of rental. Inspection of return vehicles can impact collection of unallocated damage and fuel expenses. This position can help reduce maintenance costs by ensuring vehicle damage and inoperative equipment are reported immediately.

RESPONSIBILITY SCOPE AND LATITUDE OF ACTION:

Service Agent is expected to follow established procedures and standards when cleaning and servicing vehicles. Some independent judgment may be expected when deciding order in which to service vehicles with the aim of maintaining optimum availability of vehicles while minimizing customer waiting time. Situations not covered by established procedures should be referred to immediate supervisor.

Lead Service Agent in addition to the service agent's duties, the lead is expected to direct the daily activities of the work team. Assist manager in preparing shift schedule and reports. Train, coach and direct work team members in performance of job duties. Coordinate daily lunch schedules and breaks as required. Report to management noncompliance with established policies and procedures.

A minimum of 6 months previous related experience is required at this level.

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Revised 12-06-2005

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 description: **Drivers.**

PREFERED QUALIFICATIONS / JOB KNOWLEDGE AND SKILLS

- No previous experience or education level is required for this position.
- Basic automotive knowledge.
- Physical ability to move in and out of vehicles is required.
- Ability to read, write and speak Basic English.
- 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 Name: _____

Date: _____

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