

POSITION DESCRIPTION

Customer Service Driver

Purpose of the position

The Customer Service Driver is an important member of the Customer Service Team which looks after customers from booking, through to dropping off the vehicle.

Position type

Full time, open ended

44 hours on a weekly roster which includes night, weekends and public holidays.

Waged/hourly paid

Probation period

3 months

Reporting lines

The Customer Service Driver reports directly to the Customer Service Manager or, in the absence of the Customer Service Manager, the Senior Customer Service Officer.

Key responsibilities

- Cleaning and detailing cars
- Processing rental sales
- Delivering and collecting cars
- Completing basic administration tasks
- Keeping the yard/wash bay is clean and safe
- Keeping the office, storage, lunch room and toilets clean
- Raising purchasing lists for wash bay materials to the Finance and Administration Officer
- Raising awareness of car service, maintenance or repairs as required.
- Working as a team player, co-operating with and supporting colleagues to achieve the business objectives

Key skills required

- Driving - must have a current driving licence with a clean record
- Basic computer skills
- Fluent in English and Bislama. French or Mandarin an advantage
- Customer service and sales
- Car cleaning and detailing

Key behaviours required

- Totally reliable
- High work standards with an eye for detail
- Focused on providing excellent customer service
- Outgoing, positive, enthusiastic, good communicator
- Team player

Key experience and knowledge required

- Dealing with customer sales, ideally in tourism industry
- Familiar with locations around Port Vila and Efaté

Other requirements

- Eligible to live and work in Vanuatu
- Availability to work evenings and nights, weekends and public holidays, based on a five and a half day working week roster