

POSTION DESCRIPTION

Customer Service Officer

Purpose of the position

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

The purpose of the position is to:

- Provide a 'key point of contact' for customers making reservations or with existing reservations
- Ensure that sales and reservations data input to the reservations system is accurate, that procedures are followed and communication with customers is effective.
- Ensure that the Customer Service Manager is aware of sales and reservations problems and risks
- Support the Customer Service Drivers with preparing, delivering and picking up vehicles

Position type

Full time, open ended

44 hours on a weekly five-and-a-half-day roster which may include nights, weekends and public holidays

Waged/hourly paid

Probation period

3 months

Reporting lines

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

Key responsibilities

- Communicating with customers by email, phone and in person
- Processing rental sales and bookings
- Deputising for the Customer Service Manager as the 'duty manager' when required in the absence of the Senior Customer Service Officer.
- Checking, cleaning and detailing cars when Customer Service Drivers require additional capacity to process vehicles
- Delivering and collecting cars.
- 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 Administration Manager.
- 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
- Competence in email, spreadsheets and reservations software
- Fluent in English and Bislama. French or Mandarin an advantage
- Customer service
- 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 customers, 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