

POSTION DESCRIPTION

Senior Customer Service Officer

Purpose of the position

The Senior Customer Service Officer is in 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 General Manager is aware of sales and reservations problems and risks
- Have a 'duty manager' on site in the General Manager's absence.
- Support the Customer Service Officers, Customer Service Drivers and Fleet team with preparing, delivering and picking up vehicles.

Position type

Full time, open ended

44 hours on a weekly 5-and-a-half-day roster which includes nights, weekends and public holidays

Waged/hourly paid

Probation period

3 months

Reporting lines

The Senior Customer Service Officer reports directly to the General Manager or, in the absence of the General Manager the Senior Customer Service Officer (duty manager), Managing Director, Fleet Advisor or another designed manager.

Key responsibilities

- Communicating with customers by email, phone and in person.
- Processing rental sales and bookings.
- Deputising for the General Manager as the 'duty manager' when required.
- Supervising/training Customer Service Drivers and Customer Service Officers in support of General Manager.
Listed below key responsibilities but not limited to:
 - Vehicles delivered and collected on time.
 - Yard/wash bay is clean and safe.
 - Office, storage, lunch room and toilets are clean.
 - Overseeing stock levels with designated staff and advising Admin and Finance Officer and Assistant as required.
 - Raising awareness of damages, car service/maintenance and/or repairs to Fleet team.
 - Providing hire service terms and condition education and understanding.
 - Providing process and procedure education and understanding.
- Scheduling the delivery and collecting of vehicles with staff.
- Checking, cleaning and detailing cars when Customer Service Officers and Drivers require additional capacity to process vehicles.
- Working as a team player, co-operating with and supporting colleagues to achieve the business objectives.
- Support General Manager with processes and procedures updates.

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