

JOB DESCRIPTION – CONTACT CENTRE AGENT- RESERVATIONS

A. *Reporting to* : Market Team Leader, Contact Centre, HESC

B. **Job purpose** (mission or “raison d’être”)

The **primary mission of the Contact Centre Agent - Reservations** is to handle all incoming customer calls in line with Hertz quality standards, procedures and guidelines, working with and through others, building and maintaining relationships, in order to sell and promote reservations and Hertz products. Exceeding the customer’s service expectations while converting phone calls into reservations.

Key-result areas (Major Accountabilities)

1. Receive incoming calls from the market, whilst converting the maximum number of these calls and enquiries into sales.
2. Sell Hertz products and services where appropriate to ensure that more and more customers are aware of and involved in Hertz loyalty programmes.
3. Achieve performance targets (sales, call-handling and quality) as set out by the Market Manager and Team Leaders.
4. Contribute to the achievement of team targets by active participation in team briefs and 1-2-1 meetings.
5. Communicate to Team Leaders all relevant customer feedback to facilitate on-going improvements in our service and prices and the continuous improvement of the Contact Centre.
6. Track all reservations on-request and provide the customer with a timely and efficient response
7. Working as part of a team and be able to stimulate and motivate others while being aware of and responsive to their needs and concerns
8. Assist other markets by handling cross-market calls, ensuring that as many calls as possible are handled and converted into sales
9. Dealing with customer complaints in a professional manner to reinforce a positive image of Hertz.
10. Tutoring new Reservation sales agents to assist in the on-the-job training of new team members.
11. Ad-hoc tasks as assigned by the Team Leader.

C. **Job Contacts** (*main interfaces inside and outside the company*)

- | | |
|---------------------------|-------------------------------|
| – Team Leader / STL / ETL | – Customers |
| – Manager | – Hertz Branches |
| – Mentors | – HQ – Corporate & Franchisee |
| – Res Agents | – HESC Departments |

D. **Job dimensions** (*Authority/Autonomy*)

The incumbent is responsible for working with and through others, building and maintaining relationships, and working closely and accurately within established guidelines. The person must be friendly and genuinely interested in the business, agenda, and needs of others, including the company, its management, the team, the company's customers, or all of the above. The person needs to involve others in the decision-making; there is a need to build consensus rather than make decisions alone.

Budget: tbd	People: tbd		
-------------	-------------	--	--

Key Performance Indicators	KPI 1	KPI 2	KPI 3	KPI 4
	Sales	Quality	Productivity	Procedure

E. Knowledge, skills and experience required

Professional Experience:

Previous experience in a sales, customer service environment or contact centre required

Knowledge:

- Good working knowledge of Microsoft: Word & Excel
- Fluency in English and / or appropriate market language essential
- Leaving Certificate or equivalent education standard required

Skills:

- Strong Sales Skills, persuasive, "selling" (rather than "telling")
- Highly Customer Service Oriented with adherence to established guidelines and procedures
- Excellent communication skills – Written & Spoken
- Excellent problem solving skills and ability to prioritise
- Ability to work in a Fast-paced environment
- Socially-focused; with "how can I help you?" attitude
- Good Team Player with ability to build and maintain relationships

Competencies:

- PRIMARY
- Relationship Management & Team Working
- Effective Communication
- Business & Customer Orientation
- Analysis & Decision Making
- Organisation & Resource Management
- Personality traits
- Drive & initiative
- Professionalism & resilience
- Adaptable and flexible

Additional Notes: