

GFW SHUTTLE SERVICES

Job Description

Title Client Service Representative
Department(s) Marketing
Reports to Client Service Manager

Job Summary

The primary objective for this position is to consistently represent GFW Shuttle Services in a positive and professional manner while serving as the primary contact for clients to ensure unsurpassed service. Objectives include meeting revenue and profit goals while sometimes managing projects, as well as providing support to business development. In addition to working with the management team, the position also contributes to the development and implementation of organizational strategies, policies and best practices.

Summary of essential job functions

1. Provide clients with professional service and assistance with the shuttle reservations
2. Generate and prepare reporting as required
3. Maintain knowledge of GFW Shuttle Services advertising, promo codes, websites, services, and operations staff to ensure exceptional customer service
4. Respond to vendor, client, and employee questions/concerns in an efficient and effective manner
5. Conduct customer sales calls to increase business for local operation
6. Utilize the Client Management System to initiate and track all client contact to increase business
7. Use GPS application to communicate, track, and dispatch shuttle operations
8. Ensure credit card payment processing as needed
9. Serve as primary contact for all client inquiries
10. Audit and validate driver daily mileage logs
11. Also may be required to perform other related duties as requested.

Minimum requirements

Education: Associates degree or equivalent experience

Experience: 2 years of customer service experience

Skill at: Good oral and written communication skills

Knowledge of: Greater Piedmont NC area

Special Requirements: Must be able to successfully pass an alcohol, drug and background screening process.
Must also be available to work flexible hours.
Must have access to high speed internet from planned work location
Must have access to quiet work location to minimize background noise

Abilities required

Must be able to perform addition and subtraction for calculating mileage for validating mileage logs

Must be able to communicate by telephone and in person in clear fluent English in a courteous, friendly, and professional manner with clients, guests, co-workers and other persons.

Must be able to learn and remember pick-up and destination points serviced by the fleet including lodging, entertainment and attraction sites and be able to communicate these to guests, passengers or other persons.

Must be able to read, understand and validate driver mileage log

Must be able to create and understand inter-office communications, schedules or other documents.

Ability to promote and excel in a team environment

Demonstrate creative problem solving ability

Excellent communication skills (oral, written, presentation and listening)

Ability to develop, deploy and maintain career development projects

Ability to develop and maintain program budgets

The position requires a person with a strong customer service aptitude

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Additional information

GFW Shuttle Services will provide:

Company email address

HR use only	
Job code	CSR
Generic title	Client Service Representative
Pay grade	HR
Management? (Yes/No)	No
E/NE status	Non-Exempt
Last revised	09/26/10