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# Auto Rental Company

## Client Overview

Our client the largest transportation solutions provider. We offer car and truck rentals, as well as car sharing and car sales. We're in over 85 countries with more than 7,600 locations

## Job Duties: Customer Support Reservations & Sales

## Work Schedule:

Required minimum 20 hours per week (30 intervals)

### Intervals Available\*

- Sunday 11:30 AM – 3:00 PM EST
- Tuesday - Thurs 6:30 PM – 9:00 PM EST
- Saturday 8:00 AM – 3:00 PM EST

### Most Intervals Available

- Saturday 9:30 am – 3:00 p.m.

### Weekend Requirements

- 4 intervals (2 hours) required on a Sat, Sun or combination of both

\*Subject to change based on client needs.

## Certification Criteria

### *Phase I Certification Completion Criteria*

- Complete self-paced Modules with  $\geq 85\%$  on assigned dates
- Successfully log into systems for call readiness
- Pass final assessment with  $\geq 85\%$
- Complete "Foot in the Water" session

**Additional Information** - This Opportunity Announcement (OA) is a summary of the applicable business opportunity. It is not a legal document, nor a comprehensive review of all terms included in the applicable Statement of Work (SOW).



## ***Phase II Certification Completion Criteria***

- Meet all service level and performance metric requirements
- Complete 20 intervals (10 hours) of live call taking
- Must attend minimum of 3 out of 5 information sessions
- Must achieve 80% QA average during 10-day period
- Must attend minimum of 2 enhancement sessions with QA support resource

## **Program Equipment Requirements**

- Windows 7, Windows 8 or Windows 10
- POTS hard line or digital phone line
- Noise canceling headset
- Unattached keyboard with function keys (example: F3, F12, etc.)

## **What To Expect**

- Responding to general inquiries
- Providing information regarding the car rental center location in question
- Respond to inbound sales and customer service inquiries from client's customers
- Answer inbound calls for customers requesting general information regarding services provided and location specific information. To include hours of operation, rental policies, location way finding, etc.
- Agents assist customers in reserving a vehicle and must use sales tactics such as assuming the sale and overcoming objections. The agent will need to input reservation and all pertinent information into the client system

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