

HERTZ IS NOW HIRING COUNTER SALES REPRESENTATIVES IN NEWPORT BEACH, CA!

All interested applicants must apply online to be considered at www.hertzcollege.jos. Applicants must have sales experience. Full and Part time positions are currently available.

The **Counter Sales Representative** is an essential member of the airport location team and is the brand ambassador, providing the fastest, easiest, and most valued experience to our customers. This team member provides attentive, courteous service to understand the customer's travel needs, promote Hertz's products and services and resolve issues.

The key responsibilities and accountabilities are:

- Provide world class customer service by managing the rentals and returns process, in compliance with Hertz's policies and procedures
- Personally welcome customers using with a pleasant greeting, assist in answering questions in a friendly manner
- Resolve customer issues and concerns professionally using effective customer service techniques
- Effectively communicate and offer ancillary products and services to enhance customer's travel experience
- Emphasis on selling and revenue maximization on core products such as, but limited to, options to waive customer's responsibility of damage, fuel options and vehicle upsells.
- Answer telephone calls in a timely manner in accordance with best practices and policy standards.
- Liaise with various Hertz departments
- Achieve personal sales goals while supporting the goals of the team
- Answer questions and provide directions in a courteous and expeditious manner.
- Qualify and process customer rentals with accuracy and attention to detail
- Accurately record the customer's information to complete the rental record and maintain all paperwork associated with the rental
- Maintain appearance appropriate for providing best in class customer service in accordance with established guidelines
- Drive continuous improvement by communicating customer feedback to team and engaging in action planning to improve operational performance and customer satisfaction
- Keep work area organized and free of clutter

Educational Background:

High School Diploma or equivalent

Professional Experiences:

A minimum of one year of sales or customer experience in a high volume or service oriented environment

Passion for customer service and attention to detail – Goes the extra mile

Proven strong sales and closing skills and the ability to friendly, engaging manner

Motivated to achieve and exceed targeted goals

Knowledge:

Strong computer proficiency, including typing skills and the ability to navigate through multiple computer systems

Proficiency in English

Must be able to:

- Good communication skills both written and oral. Communicate in English clearly and proficiently. Candidates fluent in other languages are encouraged to apply.
- Work in a fast paced environment with a variety of tasks. Excellent organisational and time management skills
- Demonstrate professionalism and interpersonal skills
- Proven experience of working well within a team.
- 100% customer focus, with proven experience within a customer facing environment
- Work flexible shifts including weekends and holidays; and work overtime as required
- Work outdoors during all weather conditions
- Stand for long periods of time

Pay: Starting pay is \$11.55 per hour plus the potential to earn unlimited sales commissions.