**Employer Job Order Form**

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<th>Job Title</th>
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<tr>
<td>Customer Service Representative - San Jose Airport</td>
<td>18213</td>
<td>02/25/2020</td>
<td>San Jose</td>
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**Hours/Week** 25 - 30  
**Salary** $16.46  
**Workdays** vary  
**Shift/Hours** vary  
**Required for Position**  
**Required Education** High School Diploma/GED

**Job Description**

The Customer Assistance Representative Sr (CAR Sr) will provide a high level of customer service by assisting both internal and external customers, primarily face-to-face, supporting their branch and rental needs. This position will be based out of our location at the San Jose Airport. The CAR Sr will gain knowledge through local training and hands-on experience to provide administrative support, service customers, and act as a rental back-up in our airport location. This position requires a valid driver’s license.

**Responsibilities**

- Provide a high level of customer service by assisting customers and assessing their rental needs in person and over the phone
- Meet and greet customers in a friendly and timely manner
- Provide directions and general assistance
- Assist to assess condition of rental upon return
- Process returns, check-ins and exit kiosk transactions
- Effectively market the company while picking up customers up and/or dropping off customer in a safe and courteous manner and assisting customers as needed
- Understand and communicate rental terms and conditions, vehicle features and other services
- May sell optional protection products, upgrades, fuel options and other additional equipment
- Responsible for notifying Management of any known vehicle problems and any required vehicle maintenance
- Clean vehicle interior and exterior by hand or by operating washing equipment when needed
- Perform various administrative and basic accounting functions such as: research and billing support tasks, accounts receivables, transfer and key logs, run miscellaneous reports, supply maintenance, process customer billing
- Perform miscellaneous and backup duties job-related duties as assigned

**3 to 5 Key Skill Sets Required**

- Must be at least 18 years old
- High school diploma or GED equivalent required
- Some college preferred
- Must have at least 6 months prior customer service or administrative support experience
- Must be authorized to work in the United States and not require work authorization sponsorship by our company for this position now or in the future.
- Must be able to work 40 hours per week in the following schedule: Five days a week (including weekends) - 3:30pm to Midnight

We will consider qualified applicants with criminal histories as required by, and consistent with, applicable law.