

JOB DESCRIPTION

Job Title	Reservations Administrator
Department	Rental Operations
Reporting to	Reservations Team Leader
Job Role	<p>Processing all rental reservations received by the Reservation Team in a timely manner, whilst adhering to customer policies outlined in the booking procedures. Providing excellent customer service and ensuring all relevant information is provided at the point of booking. Liaising with other operational areas of the business and providing support to the Reservations Team Leader and the Head of Rental Operations, as required.</p> <p>This role requires excellent communication skills and the ability to work under pressure whilst maintaining high levels of accuracy.</p>
Location	Leeds
Environment	Office-based within an extremely busy inbound contact centre environment. The Reservations Team is a vital component in the successful delivery of rental services to our client base.
Responsibilities	<p>Process vehicle rental reservations received via telephone, facsimile, e-mail or the rental system, follow customer policies and seek authorisation, where appropriate.</p> <p>Deliver prompt confirmation of bookings in compliance with client specific service level agreements.</p> <p>Provide information relevant to each booking, including delivery/collection processes and airport procedures.</p> <p>Process changes to reservations and terminations in the rental system, record all amendments and confirm they have been received by the supplier.</p> <p>Respond to incoming queries in relation to live reservations and work with customers and suppliers to find solutions when problems arise.</p> <p>Maintain a high level of accuracy with every transaction and review reservations to ensure they have been booked correctly.</p>

	<p>Uphold a polite and responsive relationship with internal and external customers at all times.</p> <p>Handle all calls into the Reservations Team in a professional manner; keep abandoned calls and customer waiting times to a minimum and ensure response times are in compliance with SLAs.</p> <p>Be aware of client specific SLA's and KPIs to ensure expectations and targets are met.</p> <p>Produce and manage self- monitoring reports to minimise error rate.</p> <p>Handle ad hoc requests from internal and external customers and the Rental Management Team as required.</p> <p>Attend and participate in team meetings and keep up to date with department progress, new projects and any other relevant information.</p> <p>Create and provide reports using Microsoft Excel for management and customers as required.</p> <p>Provide support to the Major Accounts, Customer Service and Rental Sales teams as required.</p>
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PERSON SPECIFICATION

Job Title	Reservations Administrator		
Department	Rental Operations		
Skill	Essential	Desirable	
Excellent telephone/verbal business communication skills.	X		
High standard of spelling and grammar.	X		
Strong customer service skills.	X		
Multi-tasking, with keen attention to detail.	X		
Data extraction, manipulation and presentation in Microsoft Excel.	X		
Knowledge /Qualifications			
Understanding of the rental Industry and/or customer service background within a corporate environment.		X	
Working knowledge of Microsoft Office and general computer literacy.	X		
Good geographic knowledge of the UK.	X		
Experience			
Working within a high volume telephone based role.	X		
Working within a customer focussed corporate environment.	X		
Personal Characteristics			
Flexible team player with a positive 'can do' attitude.	X		



Great communicator who delivers messages with clarity and impact.	X	
Desire to deliver exceptional customer service and solutions.	X	
Quick and innovative thinker, able to solve challenging problems.		X
Adaptable to change and willing to learn new skills.		X
Takes ownership and uses initiative to proactively overcome obstacles.	X	
Able to remain calm in high pressure situations.	X	

RECRUITMENT PROCESS

Please email your CV to HR@zenith.co.uk and we will be in touch.



