



JOB DESCRIPTION: RESERVATIONS AGENT (CALL CENTER)

The Driver Provider is hiring a **Reservations Agent**. If you enjoy providing customer service in a personalized and engaging manner while making clients feel valued then you would be a great fit as a Reservation Agent. In our Reservations Center, you'll find a casual call center atmosphere, a performance bonus program and immersive hands-on training while you assist clients with their chauffeured transportation and charter bus and tour requirements.

Hours of Operation: 3:45 am - 11 pm Arizona Time

Hiring Timeline:

Interviews: June 28th – July 1st | **Offer(s) Sent:** July 2nd | **Orientation Start Dates:** July 5th or July 19th

Your Skills and Experience:

We'll provide training and information to make sure you're comfortable in your new role, however, we're looking for you to come to the table with the skills and/or experience below. (We are serious; no matter how much we like you, we simply cannot consider you for this position if you do not meet the following:)

- High school diploma or a combination of education and experience
- Strong grammar and communication skills
- Demonstrated success in providing exceptional customer service on the phone and via email
- Fluent English required
- Perform at, or above, the company's expectations including maintaining appropriate performance levels for Individual Talk Time, Quality, Sales percentage, etc.
- Demonstrate regular attendance and adherence to call center schedule

It's a big plus if you:

- Have experience within the hospitality, motor coach and/or chauffeur transportation sectors

What You'll Do:

While working in our Reservations Center, you'll provide information about our services including chauffeured transportation, bus charters and national park tours.

- Answer incoming phone calls from clients and potential clients, assist with scheduling reservations, and answer all questions about our services.
- Ensure that all additional service opportunities are presented to the caller in a confident manner including "why" the service would be beneficial to their transportation experience.
- Answer each call thoroughly, yet efficiently, ensuring all information is correctly obtained from the caller.
- Demonstrate effective problem solving and customer relation skills.
- Communicate information clearly and accurately to the caller through the appropriate written and verbal means.
- Provide feedback to supervisors on processes and customer interactions as necessary.



About The Driver Provider:

With an unwavering commitment to the highest level of service, good fortune and a great team, The Driver Provider has grown to be one of the premier transportation companies in the country. Still a family-operated business with a client-centric focus, The Driver Provider proudly manages corporate-owned offices in the markets below.

- Phoenix/Scottsdale, Arizona
- Tucson, Arizona
- Salt Lake City, Utah
- Park City, Utah
- Jackson Hole, Wyoming

As such, The Driver Provider retains contractual relationships with luxury resort brands, as well as corporations and government municipalities for airport, charter and fixed route transportation.

About our culture:

We are mission-driven and work hard because we care deeply about what we do. We like working with each other and we like to make work fun. We like to try new things and encourage each other to find unique and unconventional ways to tackle tough problems. We celebrate every birthday, eat a lot of cake together and recycle the same birthday candles until they're gone. We want people to grow. We like to promote from within and build each other up. We also like to bring in new ideas and different perspectives.

You might also be wondering about pay and benefits:

Range: \$15.50 - \$18.50 per hour, based on experience

This is an hourly position with an opportunity for performance bonuses, overtime and annual reviews. The Driver Provider offers a competitive benefits package that includes paid holidays, paid vacation, an employer-matching 401k retirement plan, medical, dental and vision benefits.

Ready to apply?

Please email your resume to jobs@driverprovider.com. Please include "Reservations Agent" in the subject line.

The Driver Provider is an equal opportunity employer

The Driver Provider is committed to diversity and considers all applicants for all positions without regard to color, ethnic background, religion, sex, gender, sexual orientation, national origin, age, and disability status. EOE/AA, veterans and minorities are encouraged to apply.