



Budget Car Rental in the British Virgin Islands is seeking highly motivated and customer-focused Car Rental Agents to join our team. As a Car Rental Agent, you will interact with our customers at the rental counter while marketing products and services, completing rental bookings and responding to general customer inquiries. You will be responsible for providing exceptional service to our customers, ensuring their rental experience is smooth and enjoyable. If you have excellent communication skills, a passion for providing top-notch service, and a desire to work in a fast-paced environment, we encourage you to apply.

#### **Essential Responsibilities:**

- Establishing customer car rental needs
- Complete rental bookings in a timely, efficient and accurate manner
- Assist with managing reservations, including scheduling, modifications, cancellations using the company's reservation system
- Communicate rental procedures and guidelines effectively
- Answering customer questions and inquiries
- Manage daily back-office tasks (emails, station reports etc.)
- Assist with other tasks as needed

#### **Requirements:**

- Applicants must have a valid BVI driver's license
- High school diploma or equivalent
- Must have Grade 1 or 2 in CXC English & Math
- Previous experience within retail, hospitality, customer service, sales or similar roles, preferably of 1-2 years
- Ability to work in a fast-paced environment while delivering exceptional customer service
- Ability to follow procedures and adhere to company guidelines and standards
- Comfortable learning and using various computer systems to accurately input rental information
- Ability to work independently and as part of a team
- Availability for flexible working hours, including evenings, weekends and holidays
- Bi-lingual in English and Spanish is a plus

If you are a motivated and experienced professional looking to join a dynamic team, please submit your application, including your resume and cover letter, to [budgetcarrentalbvi@gmail.com](mailto:budgetcarrentalbvi@gmail.com) or call us at (284) 343-4339. Only suitable applications will be acknowledged.

**Closing date 1 November 2024.**