



Job Profile

Job Title	Client-Services Co-ordinator- Car Rental
Business Unit	Customer Service
Reporting to	Customer Service Manager
Salary scale (Benchmark)	

Job Purpose

Responsible for effectively managing client interactions, from initial inquiry to contract preparation and invoicing, ensuring a seamless and professional experience. Liaise with clients to understand their requirements, draft contracts, and co-ordinate administrative tasks to facilitate smooth transactions.

Key Responsibilities

- Welcome and assist walk-in clients, providing personalized service and addressing their inquiries regarding vehicle rentals.
- Manage leads generated through various channels such as email, walk-ins, and phone calls, ensuring timely and attentive service to potential clients.
- Prepare contracts and necessary documentation for clients, ensuring accuracy and completeness in compliance with company policies and legal requirements.
- Perform administrative functions related to client transactions, including verifying insurance coverage, ensuring documentation compliance, and providing necessary information for insurance purposes.
- Serve as a point of contact for clients, providing information on available services, vehicle options, and assisting with any additional requirements or inquiries.
- Co-ordinate with suppliers to fulfill client needs, including sourcing specific vehicle features or accessories and understanding associated costs.
- Generate and process invoices for clients, ensuring accurate billing and timely payment processing, including credit card verification.
- Prepare quotations for clients based on their requirements and the company's pricing and rate structure.
- Demonstrate proficiency in MS Office applications, particularly email and messaging platforms, for effective communication and coordination with clients and internal stakeholders.

Requirements:

- Grade 12 Certificate.
- Fluent English required.
- German, French or Spanish would be advantageous.
- Driver's license.
- Strong customer service skills, with the ability to effectively communicate and interact with clients to understand their needs and provide solutions.
- Exceptional organizational abilities, capable of managing multiple tasks simultaneously and maintaining meticulous attention to detail.
- Excellent coordination skills, adept at managing client inquiries, scheduling appointments, and coordinating administrative tasks to ensure efficient service delivery.
- Proficiency in MS Office applications, with strong email and messaging aptitude for efficient communication and documentation.
- Demonstrated professionalism and integrity in handling client interactions and managing confidential information.

Knowledge:

- In-depth understanding of the automotive rental industry, particularly within the context of Namibia, including common practices, regulations, and market dynamics.
- Knowledge of pricing and rates for rental vehicles, including factors influencing pricing decisions and available discounts or promotions.
- Familiarity with accounting software programs such as Bildo, used for managing client transactions and financial records.
- Understanding of VAT regulations and requirements relevant to rental transactions and invoicing processes.

Personal Attributes

- Professional, friendly, and approachable manner.
- High levels of integrity, reliability, and confidentiality.
- Self-motivated, proactive, and solution-driven.
- Ability to work independently and as part of a team.

Working Conditions

- Office-based role with operational support responsibilities.
- May require occasional weekend or after-hours support depending on business needs.
- Dynamic, fast-paced working environment.

What We Offer

- Opportunity to grow within a fast-growing Namibian tourism brand.
- Supportive and professional work environment.
- Exposure to tourism, logistics, and operations management.
- Competitive remuneration based on experience.

