



POSITION TITLE: Call Center Agent

DEPARTMENT: Reservations

MANAGER'S TITLE (Reports to): Department Manager, Oahu
& Online Sales

FLSA STATUS: Hourly, Non-Exempt

BASIC PURPOSE:

The Call Center Agent is responsible for communicating with customers (mainly agents and direct consumers) through prescribed communication channels to assist with booking products and services and answering questions. Agents manage complaints, troubleshoot customer service issues and project a consistent and professional company image through all interactions.

ESSENTIAL DUTIES:

- Services customers in a professional, pleasant, helpful, calm and efficient manner.
- Makes reservations for tours and activities for all islands and Luau Kalamaku using reservation systems.
- Handles reconfirmations and obtains additional information from customers to complete and ensure accurate reservations.
- Processes required paperwork and follows through with refunds and customer and ADA requests.
- Researches, identifies and resolves customer issues in a timely and satisfactory manner.
- Strives to complete the sale during the first call and upsells when appropriate.
- Provides updated reservation information and works with Operations and Dispatch teams to service customers.
- Completes assigned Standard Operating Procedures (SOPs) daily and accurately.
- Assumes responsibility, corrects reservation errors and learns from mistakes to avoid repeat occurrences.
- Takes initiative to fully understand company products and services and stays on top of latest updates.
- Identifies when appropriate to route calls to resources and when to escalate issues to supervisors.
- Must be able to work unsupervised, independently and harmoniously as part of the Call Center team.
- Performs other job-related functions as assigned.

KNOWLEDGE, EXPERIENCE, OTHER REQUIREMENTS:

EDUCATION: High School equivalent required. Associates degree preferred.

EXPERIENCE: Two (2) years customer service and sales experience preferred or any equivalent combination of experience and education from which comparable knowledge, skills and abilities have been achieved.

KNOWLEDGE & SKILLS:

- At least 21 years of age with the ability to speak English.
- Reliable, dependable and punctual.
- Basic knowledge of Microsoft Excel and Word and ability to perform internet searches.
- Continually improves knowledge and aptitude with use of reservations systems.
- Type at least 35 words per minute with 100% accuracy.





- Excellent verbal and written communication skills.
- Outstanding customer service skills.
- Adheres to company policies related to ethics, safety, and compliance.
- Uses good judgment and proper decision-making and time management skills.
- Works well under pressure, has attention to detail and ability to multi-task.
- Handles complaints in a timely and professional manner.
- Has complete and accurate knowledge of all company products and services.
- Uses basic math skills to calculate discounts, refunds, etc.
- Able to stand and/or sit for extended periods of time.
- Has a reliable form of transportation to commute to work on time for assigned shift.
- Flexible schedule and available to work weekends and holidays.

Print Employee Name:

Employee Signature:

Date:

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