

Operations Assistant - Rent A Car

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Company: Al Hashar Group

Location: Muscat

Category: other-general

Job Description:

We are seeking a dynamic individual with 1-2 years of experience in automotive dealership service reception to join our team.

The ideal candidate will possess strong knowledge of vehicle troubleshooting, with a fair understanding of light vehicle maintenance.

The primary responsibility of this role is to ensure that customers are treated with the utmost care and professionalism.

Requirements:

1-2 years of experience in automotive dealership service reception.

Knowledge of vehicle troubleshooting and a fair overall understanding of light vehicle maintenance.

Dedication to providing excellent customer service.

Age not above 30 years.

GCC driving license would be an advantage.

Proficiency in MS Office applications.

ITI/Diploma in Automobile Engineering is preferred.

Responsibilities:

Greet customers and ascertain the nature of their vehicle-related concerns or requirements.

Schedule service appointments and ensure efficient allocation of resources.

Communicate effectively with customers regarding service timelines, costs, and any additional required repairs.

Coordinate with service technicians to ensure timely completion of work orders.

Maintain accurate records of customer interactions and service transactions.

Handle customer inquiries and complaints with professionalism and empathy.

Assist in maintaining a clean and organized reception area.

Collaborate with the sales team to promote service offerings and upsell additional services when appropriate.

This position offers an exciting opportunity for individuals passionate about the automotive industry, specifically in the rent-a-car business, and committed to delivering exceptional customer service.

If you meet the above and are eager to join our team, we encourage you to apply.

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