



## BUDGET NON-EXEMPT JOB DESCRIPTION

JOB TITLE: SERVICE AGENT - PASADENA

### PRIMARY FUNCTION:

To prepare all Budget vehicles for customer rental while maintaining the Budget quality and customer service standards.

### PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. Prepares Budget vehicles for customer rental by thoroughly cleaning the interior and exterior of the vehicle to ensure vehicle maintains excellent quality standards. Checks and replaces all vehicle fluids (Ex. gasoline and windshield washer fluids, tire pressures, etc.)
2. Performs detailed and comprehensive "Check Out" and "Check In" with customer prior to customer leaving with car and upon return to ensure that ALL damage is documented, including exterior body damage, tire and wheel damage, interior damage, fuel level and mileage at time of rental and return. Service agent must carefully document car condition and "check out" / "check in" details on Budget "Check Out" or "Check In" forms.
3. Maintain and organize work area, and organize car classification areas (ex. sale cars, out of service, body damaged, dirty and clean cars, trucks, etc.)
4. Ensure that all cars are cleaned by the close of business to be ready for the following day's business. (last minute check-ins are exempt from this standard)
5. Communicates with all levels of Budget employees regarding car/truck inventory and availability and preparedness for customer rental.
6. Perform pick-Up and drop-off service for customers either renting or returning Budget vehicles as assigned by Lot Lead -Counter Manager.
7. Perform Budget vehicle delivery and/or pick-up, fleet shuttling as assigned by Lot Lead, Counter Manager, Distribution Manager or other Manager.
8. Ensures all belongings left by a customer are taken immediately to assigned lost and found area for customer pick up and Management is notified.
9. Assists all internal and external customers with inquiries and concerns in a professional and friendly manner both on the telephone and in person.
10. Must be in proper uniform at all times when working. Must be ready to work at the start of scheduled shift.
11. Before leaving at the end of the shift, must check in with Manager on Duty to be certain that there is nothing else that needs attention prior to your departure.
12. Other duties as assigned.

The duties listed above are not inclusive of any other duties that may be deemed necessary, as part of the business needs.



## **REPORTING RELATIONSHIPS**

Reports indirectly to the assigned Lead Service Agent. Reports directly to Shift Managers.

## **JOB REQUIREMENTS**

### **MINIMUM REQUIREMENTS:**

- Ability to work individually or within a team environment
- Ability to work flexible schedule including weekends, evenings, and holidays
- Ability to maintain and project professional behaviors towards customers and associates.
- Ability to work in varying environments, such as indoors and outdoors.
- Valid Driver's License (as mandated by state and location) with Good Driving History is required.
- Must meet residency requirements that allow working in the United States.

### **PHYSICAL REQUIREMENTS:**

- Ability to Stand, Walk, Bend, Reach for up to 8 hours
- Ability to lift a minimum of 45 lbs without assistance

### **DESIRED REQUIREMENTS**

- High School diploma or equivalent

Hours: 20-30 hours, must be available Thursday, Friday, Monday, maybe required to work weekends if needed, between the hours of 7:30 – 6:00 PM.

Pay: Starting pay is \$8.00/hr

**If interested, please email resumes to [Lhoa@careerpartners.org](mailto:Lhoa@careerpartners.org)**