

# Customer Service Representative

## Position Overview

The customer service representative is an organized and detail-oriented individual who greets and orients customers to Get Lost Travel Vans, answers customer questions and ensures a smooth customer acquisition and serving process. The customer service representative reports directly to company owners.

## Duties & Responsibilities

- Answering phone and responding to customer requests via email.
- Formatting and processing reservations as they come in.
- Keeping office and common areas neat and organized.
- Providing exceptional customer service, including answering questions about traveling in Alaska and where people should camp, as well as answering questions about vans.
- Performing renter check-ins and orientations and making sure customers understand how to operate all van conversions properly
- Keeping inventory of add-on items
- Following all provided company procedures
- Other duties as assigned

## Skills & Qualifications

- Must be 16 or older and possess a valid driver's license with good driving record
- Must be attentive to detail with excellent communication and interpersonal skills
- Must be able to perform work with minimal direction
- Must be willing to take feedback on work quality and improvement
- Must be able to meet the physical demands of the position, including walking, crouching, bending, standing for extended periods, climbing ladders and lifting up to 25 pounds.
- Must be able to work weekends and holidays

## About Get Lost Travel Vans

Get Lost Travel Vans is a camper van RV rental company based in Anchorage, Alaska, offering a smaller, affordable alternative to traditional RV rental. Each travel van in our fleet of 14 converted Dodge Grand Caravans can accommodate up to 4 adults, who can sleep, cook, store gear, and travel all in the same vehicle. Follow @getlostvans on Facebook or Instagram, or visit <https://www.getlosttravelvans.com/> for more information.