

## JOB PROFILE FORM

**Job Title:** CUSTOMER EXPERIENCE TEAM MEMBER

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**Location:** Los Angeles Porsche Experience Center

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**Department:** Customer Experience Team

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**Reports to:** PEC Operations Manager/Account Director

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**Days/Hours: Facility operations are Monday-Saturday, hours vary from 7am-7pm (shifts vary, but include Saturday)**

### **Position:**

You will be working for EventLink LLC as part of the Customer Experience Team. This team is responsible for representing the Porsche Experience Center (PEC) in all areas of the customer experience including; telephone, email and onsite check-in.

The PEC is a facility in Carson, CA designed to immerse groups and clients in all that is Porsche. From one-on-one instruction to off-road courses to drive simulators, the PEC is a total reflection of Porsche's past, present and future. This position requires a friendly, outgoing personality and an interest in the automotive industry. The Customer Experience Team consists of two roles, Customer Service Representative and Customer Concierge. As a member of the team you will be trained and versed in both roles, but your primary duties will be for one or the other. The team is held to specific KPIs and includes an incentive structure.

### **Customer Service Representative Responsibilities:**

- Answer all incoming calls to the PEC hotline and place bookings into the online system
- Provide customers with course descriptions and all available course options
- Convey specific product knowledge to customers that want to learn more about our vehicles
- Answer emails sent to the PorscheDriving.com general inbox
- Process payments via the online system
- Maintain training certifications and attain new product knowledge when possible
- Upsell additional products to customers calling to place a booking
- Place outbound calls to customers to alert them of booking cancellations or changes
- Maintain any and all reports required by the PEC Contact Team Manager
- Create and send gift cards to customers who have purchased over the phone and online
- Manage customer issues where possible

### **Customer Concierge Responsibilities:**

- Greet and check-in registered PEC customers
- Understand and communicate liability waiver, additional vehicle and activity opportunities
- Ensure guest information is correctly represented
- Assist corporate events with check-in process
- Provide customers with course descriptions and all available course options
- Convey specific product knowledge to customers that want to learn more about our vehicles
- Upsell additional products to customers before and after an experience
- Create customer name badges
- Own the customer's first impression of the facility

## **Qualifications:**

**Education:** Some college or internship experience preferred

### **Experience:**

- 1-2 years of customer service experience or event/travel booking
- Automotive/Motorsports interest preferred

### **Skills:**

- Excellent customer service skills and ability to handle high-level clients/groups
- Must be organized and detail-oriented
- Proficient computer skills including all Microsoft office applications
- Ability to multitask
- Excellent verbal and written communication skills
- Familiar with basic sales and upselling techniques
- Adept at being able to adapt offerings to fit each customer's needs
- Basic conflict resolution/de-escalation