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# Example of Appointment Coordinator Job Description

Our company is growing rapidly and is looking to fill the role of appointment coordinator. If you are looking for an exciting place to work, please take a look at the list of qualifications below.

## Responsibilities for appointment coordinator

* Book Loaners-Avis rentals for customers
* Responsible for obtaining customer data prior to arrival refer to each customer’s service history to see if they have missed a service
* Obtain customer’s e-mail addresses
* Follow up on “no shows” daily
* Confirm next day appointments
* Schedule pick up and delivery appointments per brand protocol and advise clients of any fees
* Make outbound calls (OBI) for service due/safety recalls/recommendations and special order part arrivals to maintain weekly expected quota
* Provide exceptional customer service by treating guests with courtesy and respect
* Performs other reception activities or clerical duties as assigned
* Arrives to work on time and is logged in to computer websites needed to perform job and ready to receive incoming calls at start of shift

## Qualifications for appointment coordinator

* Follows instruction from BDC Manager and/or Team Lead
* Reports to BDC Manager and/or Team Lead any issues with team mates, advisors or managers that are interfering with performance
* Ability to work across client workstreams on all Appointment works
* Ensure the Customer experience is as clear and informative as possible
* Manage Outlook diaries and provide whereabouts where required
* Keeping IT systems updated to ensure visibility of appointments by Kier and Client staff