



Hybrid Agent – Operations & Marketing Support

Position Overview

The Hybrid Agent will support through a blend of **operations**, **client coordination**, and **sales & marketing support**. This role requires strong communication skills, attention to detail, and the ability to manage both operational tasks and outreach responsibilities effectively during the slow dispatch time.

Operations Responsibilities

Email Management

- Review and respond to all new emails promptly.
- Cross-check the previous day's emails to ensure no pending tasks or communication has been missed.

E-Forms Processing

- Approve pending e-forms after verifying chauffeur availability and confirming proper rate application.

Rate Verification

- Review all trip rates on the reservations board and confirm accuracy before processing.



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Daily Operations Review

- Examine the current day's operations board to ensure all trips, driver assignments, and schedules are accurate and updated.

Chauffeur Reminders

- Send reminders to chauffeurs **four (4) hours** prior to their scheduled pickup time via call or text.

Trip Settlement

- Settle **Direct Bill** and **Invoice** trips as per company policy.
- All other trips should be settled only after payment has been received.

Chauffeur Tracking

- Monitor chauffeurs during active trips to ensure on-time performance and service quality.

Payment Policy for New Trips

- For all new trips whether from new customers or affiliates, credit card details must be received upfront before confirming the booking.
- Confirmation will be issued only upon successful authorization.

New Client Credit Card Authorization

- All new clients must provide credit card details via the Authorization Form prior to booking confirmation.



Sales & Marketing Responsibilities

Affiliate Outreach

- Conduct regular outreach to affiliate partners across the US.
- Introduce the company's luxury transportation services and build partnerships.

Affiliate Relations & Rate Management

- Maintain communication with affiliates through calls and emails.
- Keep an organized, updated record of affiliate rates and partnership details.

Marketing Support & Prospecting

- Assist with outreach to corporate accounts such as hotels, travel agencies, and event companies.
- Use sales intelligence tools provided by the client to build prospect lists.
- Support CRM data management, follow-ups, and lead tracking.

Key Skills & Attributes

- Strong English communication (written & verbal)
- Professional email etiquette



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- Excellent attention to detail
 - Ability to multitask across operations and sales responsibilities
 - Organized with strong follow-up discipline
 - Positive attitude and willingness to learn
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Schedule & Coverage (After Training for 2-3 weeks)

- The role supports coverage between **16 hours in total for a day (7 days a week)**.
 - A secondary agent will cover off-days for Dania and Palwasha.
 - Training will be provided at no cost.
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Summary

This Hybrid Agent role provides a dual-function resource to support both daily operations and business development. The agent ensures accuracy in trip management while actively contributing to outreach, affiliate engagement, and marketing efforts to support the growth of Morris Parker's transportation business.