

Rental Branch Manager (Broxburn)

Full Time (Including Saturdays during Summer)

We are an exciting and growing camper van rental company looking for a Rental Manager to handle all the administration, enquires and deliveries involved with renting our camper vans at our new Broxburn depot. Rockin Vans Rental Manager will be solely responsible for the smooth running of all day-to-day rental activity within the Scotland branch.

To succeed in this role, you will need to have outstanding customer services skills, good communication skills and be willing to go that extra mile. As well as the ability to manage a growing team.

The role:

- Managing a small team of drivers, cleaners and office staff
- Ensure all rental bookings are delivered on time and with all the extras ordered
- Go the extra mile to ensure a outstanding experience for our customers
- Create daily/weekly sheets and rotas
- Organize the rental calendar and communicate with rental team
- Completing paperwork with the customer and take payments
- Ensure all customers understand their vehicle and pointing out any bumps, scrapes & features & train staff to deliver this information effectively
- Ensuring the customer starts their trip feeling confident about the vehicle and informed about touring the UK generally
- Ensure the valeting team are cleaning vehicles to a high standard inside and out
- Checking mileage and inspecting for damage when vehicles are returned
- Charge customers for damage and process the payment promptly
- Manage the completion of all paperwork related to rentals
- Keep management informed of any needs
- Answer phone and email enquiries effectively
- Cover the On-Call Phone as per the rota
- Meet targets and KPIs
- Be able to work independently

If you wish to apply for this role, you must:

- Experience in Car Rental is essential
- Have excellent people management skill
- Have held a clean driving licence for at least 2 years
- Have demonstrable communication & customer service skills
- Be able to manage a team and mentor staff to achieve results
- Be computer literate (European Computer Driving Licence / Microsoft user level)
- Have a smart, professional appearance

Holidays: 28 days holiday per year inc bank holidays to be taken in lieu

