

Part-Time Rental Representative (Hurlford)

20 Hours per week

About the role

Rockin Vans is a growing camper and motorhome rental company. We are recruiting a hands-on Rental Representative. As part of the busy Rockin Vans team, you will work to deliver outstanding camper hire to our customers out of our Hurlford depot.

The right person for the role will be flexible, organised and thoroughly committed to providing a high standard of customer service at all times, as well as be able to manage their own time and work independently.

Day-to-day duties

- Delivering a consistently excellent level of customer care, both face-to-face and on the telephone.
- Using your brilliant communication and organisational skills to ensure your branches task list is actioned.
- Handling customer complaints and queries.
- Ensuring all paperwork and databases are accurately maintained and the workplace is kept tidy.
- Helping to promote the branch and keeping customer experience core to your focus.
- Prepping the vehicles for hire (assisting the cleaning team with a full clean inside and out)
- Managing the vehicle check in and check out procedure
- Efficiently manage all damage repairs
- Deliver vehicles to our off site locations (e.g. Edinburgh, Glasgow, Birmingham)
- Monitoring and recording mileage, and managing the fleet to minimise off-road time.

Essential skills

- Strong administrative skills.
- Demonstrable ability to work independently
- Ability to drive and park vehicles, including large motorhomes
- A full UK driving license held for a minimum of 12 months.

Beneficial but not essential

- A keen interest in campervans or motorhomes
- Experience of maintaining and managing fleets
- Basic ability to repair damage and fix minor problems

In return you will receive full training, including training and team building trips to Scotland (HQ) Company benefits include free access to Motorhomes and Campervans.

Hours: 20 hours per week (plus overtime)

Salary: Competitive plus benefits