

**Rental Representative (ad hoc)**  
**Broxburn, Hurlford, London**

**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 at our many off site locations around the country. 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.

This role is on an ad-hoc basis. Rockin Vans Rental Manager will send out Rental Rep jobs in advance. The Rental Rep will sign up to each job. You are expected to arrive at the depot 45 minutes before you need to leave to complete all 'pre flight' checks.

**Duties Include, but are not limited to:**

- Delivering a consistently excellent level of customer care
- Be the main point of contact for Rockin Vans
- Collecting the vehicle from our depot and completing all 'pre-flight' checks, prepping the vehicle for hire
- Ensure the optional extras are in the vehicle
- Drive to the pre-arranged collection location and await for the customers arrival
- Use your outstanding communication skills to fully explain how to use the vehicle, in detail, both inside & out
- Act as a 'tour agent' and offer travel advice for the guests trip
- Complete the Vehicle Check Sheets and take a rental deposit from the customer
- Collect the vehicles returning from their trip. Ensure the customer has had a fantastic time, complete the rental return checks
- The Rental Representative is responsible for ensuring all damage is seen prior to driving away from the guest
- Handling customer complaints and queries
- Ensuring all paperwork is accurately completed
- Helping to promote Rockin Vans and keeping customer experience core to your focus
- Managing the vehicle check in and check out procedure

**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
- A second language, eg French, Spanish, German