
Job Description

SSH Selfdrive/Hertz are recruiting for a Rental Agent, Due to our continued expansion, we require a Rental Agent / Delivery & Collection Coordinator at our Telford Branch.

Previous experience in vehicle rental is essential.

Reporting to the Branch Manager, this is a demanding role with the key focus being excellent customer service and someone who strives in a very busy environment.

General Responsibilities

- Effectively serve our customers, providing the highest level of customer service to all customers.
- Ability to plan and prioritise all aspects of delivery and collection of vehicles, ensuring SLA targets are achieved.
- Develop new business / sales leads generation.
- Effectively operate the rental system.
- Complete all rentals, re-rents, reservations and quotations in accordance with company procedures.
- Answer all telephone calls in accordance with company policy.
- Action daily reports.
- Respond to emails.
- Flexible attitude, to ensure all areas of the business is maintained.
- Checking vehicle's for damage.

Skills Required:

- Excellent organisational and time management skills.
- Good communication skills both written and oral.
- Ability to work as a team with 100% customer focus.
- Excellent telephone manner is essential.

Competencies

- Effective Communication.
- Passion for Customer Service.
- Trust & Integrity.
- Agility & Adaptability.
- Continuous Improvement.
- Some Driving Will Be Required

To Apply For This Role Please Send CV and Covering Letter To

admin@sshselfdrive.co.uk

No Agencies Please