

Job Title: Hires Assistant



Job Reference: HA23

Background: Do you love living in the Highland area and want to share your passion and knowledge of travels with others? We're looking for a new team member to help our hire customers create amazing memories with motorhome adventures. You'll need to be confident and outgoing, a real 'people person', but you'll also need to be good with admin and IT. You will be joining a friendly, hardworking team within a successful and established business. Training will be given on the motorhomes and how to operate them, but you should be confident, approachable, ready to learn and work well under pressure.

Reporting to the Hires Manager you will:

- Welcome customers to the Hires Dept, often acting as the first point of contact.
- Respond to hire booking enquiries.
- Prepare hire vehicles for collection, from cleaning to checking inventories.
- Process bookings through our specialist booking system.
- Complete hire agreement paperwork.
- Handover hire vehicles to customers, explaining the vehicle and the living areas.
- Process hire returns, checking vehicles in and carefully recording the overall vehicle condition, raising with customers any issues regarding the condition.
- Monitor hire supplies and consumables, replenishing as and when required.
- Participate in the 'on call' duty telephone rota, enabling hire customers to contact Highland Campervans out of hours in the unlikely event of a problem arising.
- Identify opportunities to market and promote the company's hire services.
- Answer incoming telephone calls, dealing with customer enquiries and taking messages / transferring calls.
- Assist with and attend trade shows / exhibitions.
- Assist the company in working towards / achieving accreditation and quality awards.

The above list is not exhaustive, and you may be asked to undertake additional duties as the hires department develops and grows.

Essential Skills: A smart appearance and be capable of delivering a first-class customer service; plenty of enthusiasm and self-motivation; the ability to work on your own initiative and within a team; a good standard of reading & writing skills plus IT skills; excellent listening and verbal communication skills.

Desirable Skills: Experience of working within the travel and tourism industry; knowledge of the Highlands area; competent in the use of Microsoft Office applications; friendly telephone manner; a full and valid UK driving licence (up to 3500kg standard B1 licence).

Starting date: As soon as possible (or other date by negotiation)

Type of contract: This is a full-time position and full training will be provided to the successful candidate.

Hours of work: 36 hours per week including Saturdays during the main season. Normal hours will be within 8.30am – 5:30pm, 5 days a week. You will not be expected to work more than your allocated hours set on a rota.

Salary: £11.75 /hr (Equivalent to £22,000 basic) plus Hires bonus scheme

Other Benefits: Company pension scheme (subject to eligibility). On-call payments scheme. Bike to Work scheme. Highlife Highland subsidised membership.