



**Job Title:** Hires Assistant (MHA22)

Do you love living in the Highland area and want to share your passion and knowledge of travels with others? Do you strive to provide the best customer experience in any work you do? Are you an enthusiastic team member who supports colleagues and is happy to be part of a busy team?

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 to help ensure bookings are processed properly. 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 Highland Campervans, often acting as the first point of contact.
- Respond to hire booking enquiries by email and telephone.
- Prepare hire vehicles for collection, from cleaning to checking inventories and vehicle checks
- Process bookings through our specialist booking system
- Complete hire agreement paperwork.
- Handover hire vehicles to customers, explaining the operation of the vehicle and the living area.
- Process hire returns, checking vehicles in and carefully recording the overall vehicle condition, raising with customers any issues regarding the condition.
- Liaise with external contractors.
- 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 with their hire vehicle.
- Identify opportunities to market and promote the company's hire services.
- Record and deal with enquiries, ensuring that customer's requirements are properly captured.
- 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 external accreditation and quality awards.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.

**In summary you will have:**

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.

**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:** £22,000 plus hires bonus scheme

**Other Benefits:** Company pension scheme (subject to eligibility)