



Job Description

Job title:	Rental Agent
Department:	Rental
Reports to:	General Manager
HVH Grade:	Level 1
Change Leader (Y/N)	N
Location:	9 Grange Road, Houstoun Industrial Estate, Livingston, EH54 5DE

Business Overview

Established in 2021, Harris Vehicle Hire is the newest addition in a long line of family-owned businesses dating back to the early 1960's. Based in West Lothian, Harris Vehicle Hire provides vehicle hire services to both public and private sectors and specialises in van rental. With 25 years' experience in the industry, the business has all the necessary tools to meet any demand across a wide variety of fleet requirements.

Our aim is to make the rental experience as smooth as possible by providing our customers with the best service at all times. This includes staff with rental backgrounds and industry knowledge. The ability to take key information from our customers and fulfil their requirements. Known points of contact, making sure that our customers have a clear understanding of who can assist in whichever circumstance. And easy to use services such as making a booking or arranging a collection.

Harris Vehicle Hire is backed by industry leading breakdown and maintenance services to keep our customers moving. Accessing wide network coverage and being customer focused makes Harris Vehicle Hire a perfect solution to your businesses fleet needs.

Job Summary

The role of 'Rental Agent' targets the day-to-day tasks involved within vehicle rental. We would require the individual to be punctual, enthusiastic and keen to learn new applications. There will be a requirement to understand the basic rules of Microsoft Office. Be able to contact customers and suppliers by phone or email. Respond to potential customers in a reasonable time and manner. Carrying out daily tasks efficiently. The workload can fluctuate on a day-to-day basis and we would expect the individual to take this into consideration when planning their day. Some experience is certainly beneficial but not essential. There are daily and weekly reports which are required to be supplied to the line manager and at times the individual would be expected to work alongside this

person. Regular reviews are set as standard giving the individual the time to have a voice in the company.

Organisational Structure

- The role of 'Rental Agent' is our Level 1 and will report directly to the General Manager at the time of advertising.

Key Accountabilities

- Answering telephone calls
- Responding to emails
- Greeting customers arriving at the office
- Responding to customer enquiries and ongoing rental bookings
- Carrying out daily tasks and reports including;
 - Estimates
 - Fleet Utilisation
 - Booking Sheet
 - Breakdown Log
 - Parking Charge Notice responder
 - Assistance with Month End activities and reports
- Reviewing ongoing tasks such as;
 - To Do List
 - Daily Notes
 - Filing
 - Routine supply ordering

Authority / Influence

- Responsible for maintaining and controlling vehicle rental bookings
- Responsible for obtaining the correct information from the customer
- Show a clear understanding for daily tasks and reports

Authority for change

- All upon pre-agreement with line manager

Internal & External Interaction

- Largely operating from the office premises
- Requirement to be able move vehicles from locations
- Ability to interact with team members, customers and public

Person Specification	
Education and professional qualifications:	
Essential	Desirable
<ul style="list-style-type: none"> • Customer service focused • Be able to operate routine data migration • Be able to provide a clear understanding to customers of any work that requires to be undertaken to their vehicle(s) 	<ul style="list-style-type: none"> • Full UK driving licence
Work experience / background:	
Essential	Desirable
<ul style="list-style-type: none"> • A team player mindset but remain competitive 	<ul style="list-style-type: none"> • Vehicle Rental experience • Experience in operational, customer driven, multi-site service environment
Technical / business skills & knowledge:	
Essential	Desirable
<ul style="list-style-type: none"> • An understanding of the automotive industry • Financial awareness • Ability to make decisions quickly • Assist and maintain a process or function effectively and efficiently • Competent written and verbal communication skills 	<ul style="list-style-type: none"> • Be able to have the foresight and ability to forward plan and learn from peers

<ul style="list-style-type: none"> • Ability to work alongside and others to ensure sustained performance levels • Be able to work as part of a team with motivation and continuously improving performance • Proficient Computer skills, Strong Microsoft Word and Excel skills. 	
Other requirements:	
Essential	Desirable
<ul style="list-style-type: none"> • Effectively communicate with individuals within the organisation and with customers • Install reliability within each individual in the department demonstrating professional behaviour and treats colleagues, customers and business partners respectfully, while representing the Company in a positive way 	