

Vehicle Rental and Leasing Companies – the possibilities are endless...



Welcome! The aim of these pages is to give you an insight in to the various job roles that our Members have developed to manage their businesses.

The BVRLA is the trade association for the vehicle rental and leasing industry. Companies from across the country join the association and in return we canvass the government on their behalf on legislative matters, provide free legal advice, provide services such as training and documents required for their businesses and a facilitate events to further their commercial aspirations.

So what do our Members do?

Daily rental companies are spread right across the country with offices in most city centres, at airports, ports and major train stations. The emphasis is on helping customers who want to rent a car, van or other vehicle on a short term basis. In less senior roles, your time will be divided between dealing face-to-face and over the telephone with customers and explaining what vehicles are available and on what terms. You will also take them through the paperwork to complete the rental agreement. Some time will actually be spent with the vehicle, driving and positioning it, demonstrating its features to the customer and then checking its state upon its return.

Leasing companies are largely office-based (often at the head office) and deal with long term rental of cars and all aspects of fleet management from vehicle purchase, accident management, service bookings, through to vehicle disposal at the end of the contract which is often a three year period. It is far less hands-on than daily rental and many of the job roles will involve dealing with people, computers and paper work.

The BVRLA Careers Service offered to members helps them recruit the best employees. In the following table you will be able to see filled vacancies that members have advertised. It will give you a flavour of what employment prospects are available in the contract hire and daily rental industries.

| Vacancy | Details | Skills / Abilities |
|---------------------------------|---|---|
| Service Manager – Contract Hire | Responsible for the day to day maintenance of a commercial vehicle fleet, including MOT's and six weekly PMI/safety checks. You will co-ordinate the above, including customer contacts for making any arrangement for scheduled work. You will also be responsible for organising the work into body shops and outside dealerships, as well as arranging vehicle delivery and collection through to getting the vehicles back on the road. | <ul style="list-style-type: none">- Managing body shop staff will be part of the role.- Good organisational skills and some previous experience would be an advantage. |

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| Regional Sales Manager – Contract Hire | The ideal candidate will have the hunger, passion and desire to succeed in newly formed new business team targeted with growing the business in the mid corporate sector (fleet of 30-350) | <ul style="list-style-type: none"> - A proven track record within a new business sales environment is essential and within the vehicle leasing sector preferred. - Be able to demonstrate drive and ambition to grow and become an integral part of the sales team. |
| Rental Receptionist | As the main point of contact, both face to face and by telephone, you will need to have a friendly and helpful attitude, combined with administrative skills and ability to work under pressure. | |
| Rental Account Manager | This role will suit someone who enjoys a challenging environment. The ability to manage customer accounts and actively seek new clients is an important skill factor here. Responsible for invoicing, preparing statements and chasing of payments is also part of the role. | The ideal candidate will have previous experience in the hire industry and possess customer service and account management skills would be an advantage. |
| Rental Branch Manager | Responsible for all aspects of branch management, handling customers and organising a small team of staff. | The ideal candidate will have previous hire experience and excellent customer service skills. |
| Rental Hire Clerk | This role will include the hiring of vehicles and general office duties. The ability to work well under pressure, pay attention to detail and be computer literate is essential. | Previous hire experience/customer service would be an advantage. |
| Rental Head Office Administrator | In this role you will become involved with most of the behind the scenes support services necessary to ensure the efficient day to day operation of the rental business. Key functions will include the negotiation and authorisation of service work on our fleet of vehicles, involvement with the purchase and disposal of the fleet, associated insurance arrangements and day to day liaison with other branches. | Well developed communication and organisational skills, in particular ability with spreadsheets, will be essential for success in this multi-faceted role. |
| Rental Sales Consultant | Working for a company offering customer both short and long term hire. | Experienced, enthusiastic and self-motivated individual to take on and progress the important area of business development with car & van rental. Negotiation and people skills are a must. |