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Description automatically generated

**Job Title:** Car Hire Customer Services Administrator

**Reporting To:** Car Hire Manager

**Location:** Office Based - Dundonald

**Basis:** Permanent

**Hours:** Monday – Friday 9-5pm with 1 hour lunch (35 hours per week) – Office Based – Due to the nature of the work working from home is not possible.

**Salary:**

Successful candidates aged 18 – 20 - £16,000.00 per annum (£8.79 per hour – NMW is currently £6.83 per hour).

Successful candidates aged 21+ - £20,000.00 per annum (£10.99 per hour – NMW is currently £9.15 per hour 21–22-year-olds and £9.50 per hour for 23+ year olds).

**Additional Information:**

Once deemed ready by their manager, employees are placed on a rota to work Saturday 9am – 12pm. These shifts are currently 1 shift per month and paid at time and half overtime.

**Closing Date:** CV’s must be received by 12.30pm on Friday 26th August. Please note the listing will be closed as soon as sufficient applicants have been received.

Any applications received after the closing date will not be considered unless we are unable to fill the position from the pool of applicants.

Main Responsibilities:

1. Prepare all relevant paperwork to be sent to insured for signature;
2. Arrange delivery to & collection of cars from clients;
3. Arrange appropriate insurance cover for period of hire;
4. Liaise with DVLA to check driving licences
5. Generate appropriate client letters

**Essential Criteria**

* A minimum of 5 GCSE’s graded C or above which must include Maths and English (or equivalent if it is directly related to Maths and English)
* Have a minimum of 1-year continuous experience in a customer service role in an office environment.
* Be able to demonstrate competence in the use of a range of computer applications, for example MS Word, Outlook and Excel.
* Have the ability to work on own initiative as well as within a team environment towards shared goals and problem solve in absence of management.

**Desirable Criteria**

* Full clean driving licence and aged 25 or over (insurance criteria to allow the successful candidate to drive our hire cars when required)

**Company Benefits**

* £1,000 bonus for successful probation, payable at the end of month 12 if still in employment.
* Private Health Insurance (reviewed annually) after successful probation
* 31 holidays (including bank holidays) per annum as standard, rising to 36 days (including bank holidays).
* Workplace Pension Scheme
* Health Care Cash Plan - money back in your pocket for life's essentials e.g., dentist, doctors, physiotherapy, opticians, etc.
* Complimentary car breakdown cover
* Company paid social events throughout the year
* Ideal locations with access to shops & cafes
* Free parking