

Template: Rental Manager Job Description

About [Insert Dealership Name]:

[Insert key information about your dealership that you would like to share with applicants]

Position Summary

The following describes the critical functions of the role, but does not provide an extensive list of job responsibilities and duties.

The Rental Manager is responsible for:

- Advising and receiving customers in the way that each individual customer wants to be received. The Rental Manager utilizes keen observation and intuition to know when the customer needs assistance. The Rental Manager is always welcoming and approachable, with a ready smile and a desire to serve.
- Communicating with the customer clearly and articulately, including speaking to them over the phone, email and in person. The Rental Manager is the face of the Dealer Rental Program and is the go-to person for any of the customer's needs and questions. Excellent verbal communication and interpersonal skills are vitally important.
- Educating the customer on system use such as reservations and vehicle features including all the vital information a customer needs to operate vehicles safely.
- Assessing and resolving customer issues, whether in person or via phone, the Rental Manager will have the answers or be able to get them quickly. The Rental Manager is resourceful and a problem solver, from billing inquiries to vehicle information, they have the customer covered.
- Assisting with the shared dealership customer to assess needs and offer short to long-term transportation solutions.
- Working with the Used Car Manager to ensure that the vehicles ordered for the rental fleet can also be utilized in the used car fleet.
- Staging vehicles correctly is key to effective vehicle utilization and rental presence. The Rental Manager is brand-aware and will always ensure consistency in everything we do.
- Performing safely is essential to building and maintaining a great customer and employee experience. Safely and carefully operating all rental vehicles, systems and equipment, the Rental Manager takes pride in the use of the assets as if they were their own.

Additional Job Functions will include:

- Working at the dealership to operate the Dealer Rental Program and support additional responsibilities as needed.
- Provide training and assistance to new and existing employees on rental standard operating procedures including dealership specific nuances.
- Resolve general vehicle operation issues and handle customer escalations and questions regarding rental program policies and procedures on items such as billing, fuel, insurance, damage, etc.
- Maintain quality control to the rental standards by overseeing vehicle prep and staging including exterior washing, detailing interior and exterior, refueling/charging, and customer preference resets on the MMI.
- Monitor fleet maintenance needs and schedule service with the dealership as required.
- Prepare new and/or transferred vehicles for service upon delivery.
- Prepare vehicles for de-fleeting as necessary.

- Assist in the management and documentation of vehicle damage claims.
- Perform facility housekeeping daily to ensure a safe and presentable work and customer environment.

Qualifications and Skills

Minimum Qualifications

- Ability to think quickly and work well under pressure to find resolutions that support multiple parties' interests- customers, dealerships.
- Exhibit superior driving skills, mindful of traffic regulations and the customers comfort level.
- Demonstrated ability to be excellent with interpersonal relationships and communication skills.
- Ability to maintain self-awareness and proper messaging when interacting with various stakeholders, vendors, and customers at the dealership.
- Demonstrated ability to multitask and adapt in a fast-paced environment.
- Self-motivated with the ability to be proactive in finding innovative solutions to problems and to identify areas of improvement whether in process, customer interactions, setting customer expectations, fleet matters.
- Smart, technology savvy, including troubleshooting.

Preferred

- Experience successfully interacting with demanding customers

Skills/Knowledge

- College degree or some college preferred.
- Smart Phone/Mobile device proficiency required.
- Knowledge of the local area preferred.
- Excellent verbal communication skills.
- Ability to quickly assess a situation and take appropriate action to resolve the issue.

Characteristics

Behavioral

- Charismatic – natural ability to make you smile, takes pride in service.
- Creative/Resourceful – natural problem solvers.
- Adaptable – to people and situations – a social chameleon.

Physical

- Agile.
- Quick- Energetic.
- Good physical hygiene/personal presentation.
- No visible tattoos – subject to management discretion.
- Standing, walking, lifting, bending capabilities – frequently.
- Seeing, hearing, talking – frequently.
- Consistent outdoor exposure – all seasons.