

## PERSON SPECIFICATION

**Job Title:** Rental Agent  
**Department:** Rentals - Stockport  
**Accountable to:** Rental Manager

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good general education</li> <li>Grade C GSCE Maths/Eng L</li> </ul>	<ul style="list-style-type: none"> <li>City and Guild in Rental Operations</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Sales Experience</li> <li>• Customer Service Experience</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in Rental Industry</li> </ul>
<b>Knowledge/Skills</b>	<ul style="list-style-type: none"> <li>• Computer Literate</li> <li>• Vehicle Knowledge</li> <li>• Work under pressure</li> <li>• Work within a Team</li> <li>• Attention to Detail</li> <li>• Good Administration</li> <li>• Time Management</li> <li>• Multi Task</li> <li>• Ability to Develop working relations</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Rentman Computer System</li> </ul>
<b>Personal</b>	<ul style="list-style-type: none"> <li>• Honest and reliable</li> <li>• Self disciplined</li> <li>• Proactive</li> <li>• Diplomatic</li> <li>• Good interpersonal skills</li> <li>• Self confident</li> <li>• Persuasive</li> <li>• Good communication – oral and written</li> <li>• Team player</li> </ul>	

## **JOB PROFILE**

<b>Job Title:</b>	Rental Agent
<b>Reporting To:</b>	Rental Manager
<b>Role Objective:</b>	To provide a Customer Focused, Efficient and Proactive service to all Customers.

<b>Key Accountabilities</b>	<b>Activities</b>	<b>Weighting</b>
<b>1. Customer Service</b>	To provide a consistent Customer Focused, efficient and Proactive service to all Customers (internal and external) To promote and maintain a Professional Company Image at all times	70%
<b>2. Records</b>	To complete and maintain accurate records	10%
<b>3. Relationships</b>	To liaise effectively and professionally with all colleagues To be an enthusiastic Team Player	10%
<b>4. Product Knowledge</b>	To develop relevant product knowledge to enable agent to provide a professional service to customers	10%

### **Knowledge Experience and Skills**

A minimum of at least one years experience within a busy Customer Service environment
Excellent Customer Service and Problem Solving skills
Target and results driven
Knowledge of databases

### **Working Relationships**

External	Customers, Suppliers
Internal	All other departments