

Vehicle Hire Agent

Vehicle hire agents answer enquiries from the public and book car hire for them according to their needs. They advise customers which cars, vans or motorhomes are available or what would suit them best. When the vehicle is returned, they check for any damage.

The Work

You could be:

- answering enquiries and dealing with complaints face to face, or by phone, fax or email, from customers here or abroad
- using a computer to keep records of bookings, checking which vehicles are available for hire and giving rental costs
- checking the customer's driving licence and arranging insurance
- doing paperwork for vehicle hire and taking payment by cash or credit card
- delivering a vehicle to an agreed pick-up point, and collecting it at the end of the hire
- noting the mileage on a vehicle and checking it for damage
- selling additional products or services, such as the hire of satellite navigation units or extra insurance
- organising the cleaning and servicing of a vehicle
- keeping records of long-term contracts with firms, making sure these are carried out and that accounts are paid.

Pay

The figures below are only a guide. Actual pay rates may vary, depending on:

- where you work
- the size of company or organisation you work for
- the demand for the job.

Starting salaries for new entrants in Scotland vary, but are likely to be in the range £12,000 to £17,000 a year, but in addition commission is usually paid for meeting sales targets. This may rise to £29,000 with experience and promotion. You may also earn extra through bonuses and shift allowances.

Conditions

- Most work would be in an office or public reception area.
- You might have to travel short distances to deliver or collect cars or vans.
- In most cases you would work 40 hours a week, usually involving a five-day rota including weekends.
- Some larger car hire companies, particularly those at airports and ports, are open 24 hours a day, in which case you would have to work shifts.
- You will be under pressure at busy times.
- You may spend a lot of time on the phone.
- You might be able to work part time.

- You may have to wear a uniform.

Getting In

- A good general education is useful. In addition, some firms may require subjects at National 4 or 5 including English and Maths.
- Having the right personality and relevant experience working with the public is more important than formal qualifications.
- You would normally need a full, clean driving licence, sometimes with at least one year's driving experience.
- Computer skills are useful including knowledge of databases and word processing packages.
- You need basic number and cash handling skills.
- You may get in through a Modern Apprenticeship.
- The ability to speak another language may be useful if you work at an airport, port or tourist destination.
- You must be at least 17 but some employers may prefer you to be over 21 for insurance reasons.

What Does It Take

You should be:

- polite yet assertive
- able to get on with customers from all backgrounds
- efficient and well organised
- of smart appearance
- observant
- able to deal with complaints professionally
- able to remain calm under pressure.

You should have:

- good sales skills
- good customer care skills
- good communication skills
- numeracy skills
- some knowledge about cars.

Training

- Your training would be on the job through the employer's training scheme.
- This may include attending college part time to take Scottish Vocational Qualification (SVQ) Customer Service Levels 2 (SCQF Level 5) and 3 (SCQF Level 6).
- If your employer is a member of the British Vehicle Rental and Leasing Association (BVRLA) you may be able to take their rental short courses which can lead on to the City and Guilds Vehicle Rental Operator Skills Certificate.

Getting On

- With experience, you may progress to office supervisor or branch manager.
- You may be able to do BVRLA management development programmes such as the Fleet Consultant Development Programme.

More Information

Some jobs are with small local firms, but most are with large car hire firms or dealerships in towns or at airports and ports.

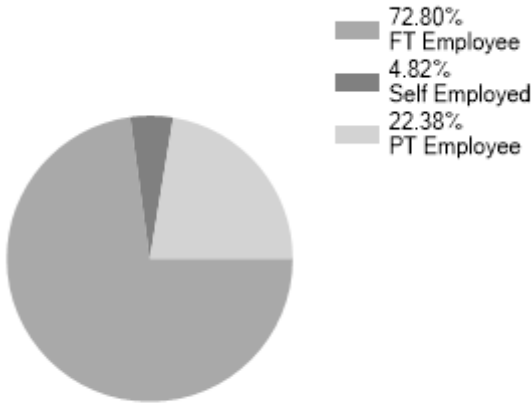
Contacts

British Vehicle Rental and Leasing Association (BVRLA)

Website: www.bvrla.co.uk

Statistics

Employment Status UK %

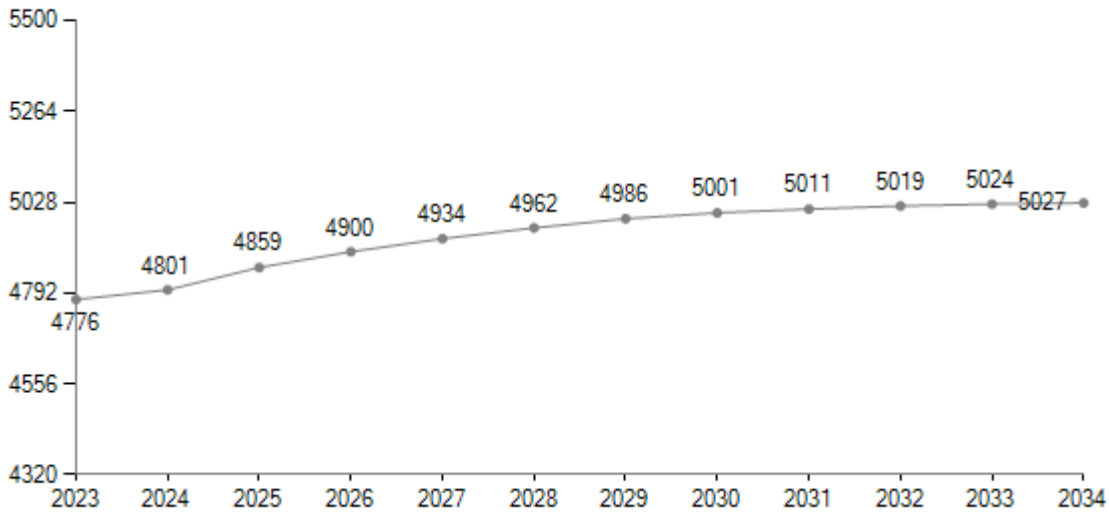


Past Unemployment - Scotland

No Claimant statistics available for Scotland.

LMI data powered by [LMI for All](#)

Predicted Employment in Scotland



LMI data powered by [Lightcast](#)