



Budget Car Rental is seeking a highly organized, customer-focused, motivated and experienced Car Rental Agent/ Supervisor to join our team in the British Virgin Islands. The successful candidate will be responsible for overseeing our daily operations, ensuring that all vehicles are properly maintained, cleaned, and available for rent to customers.

You will also interact with our customers at the rental counter while marketing products and services, completing rental bookings and responding to customer inquiries. You will be responsible for providing exceptional service to our customers, ensuring their rental experience is smooth and enjoyable. If you have excellent communication skills, a passion for providing top-notch service, and a desire to work in a fast-paced environment, we encourage you to apply.

Essential Responsibilities:

1. Establish customer car rental needs and communicate rental procedures and guidelines effectively.
2. Complete rental bookings in a timely, efficient and accurate manner.
3. Oversee daily operations, including reservations, payments, vehicle maintenance, cleaning, and inventory management.
4. Manage daily back-office tasks (emails, station reports etc.).
5. Ensure that all company policies and procedures are followed.
6. Manage the car rental budget, including forecasting and controlling expenses.
7. Monitor and analyze car rental trends and make recommendations for improvement.
8. Develop and implement strategies to increase car rental revenue and market share.
9. Provide excellent customer service and resolve customer complaints in a timely and professional manner.
10. Prepare and present various reports to management.
11. Other assigned duties.

Requirements:

- Applicants must have a valid BVI driver's license.
- 5+ years of experience in a car rental or related industry.
- Proven supervisory experience, including supervising a team of employees.
- Strong knowledge of car rental operations, including vehicle maintenance, cleaning, and inventory management.
- Excellent organizational and time management skills, with the ability to prioritize tasks and manage multiple projects simultaneously.
- Strong communication and interpersonal skills, with the ability to work effectively with internal and external customers at all levels.
- Ability to work in a fast-paced environment and adapt to changing circumstances.
- Proficiency in Microsoft Office and other relevant software.
- High school diploma or equivalent required; degree in business or a related field preferred.
- Bi-lingual in English and Spanish is a plus

Work Environment:

- * The Car Rental Agent/ Supervisor will work in a fast-paced environment, with a focus on providing excellent customer service and ensuring the smooth operation of the company.
- * The position may involve working irregular hours, including evenings, weekends and holidays, to accommodate customer needs.
- * The position may require working from multiple locations.

If you are a motivated and experienced professional, please submit your application, including your resume and cover letter, to budgetcarrentalbvi@gmail.com. Tel: (284) 343-4339

Only suitable applications will be acknowledged. **BVI islanders or Belongers preferred.**