



POSITION DESCRIPTION

Job Title

Branch Supervisor

Reports to

Branch Manager

Key Relationships

Branch Manager & Team

Workshop Manager & Team

Learning & Development Coordinator

Fleet Manager

Claims Manager

National Operations Manager

Role based at

[INSERT LOCATION]

Company

Apex Car Rentals is an emerging leader in the e-commerce/travel industry and the largest Off-Airport Car rental operator in Australasia. Apex has 15 car rental branches conveniently located throughout New Zealand, with 10 locations currently in Australia. Branches are located at the main airports and are complimented by city and regional offices throughout both countries.

Overview of Position

The Branch Supervisor is responsible for overseeing daily branch operations, ensuring all processes are followed and customer service standards are maintained. This position will assist with training and provide support to the Branch Manager as well as to the wider team. Depending on branch size, this position may also take on some project work.

Key Responsibilities:

Leading Staff / On the Job Training

- Supervise the team and daily branch operations, providing back-up support for the Branch Manager.
- Assist with new starter inductions and team training.
- Actively promote Apex vision, values and culture.
- Assist the Branch Manager to motivate and coach the team and to ensure team members develop excellent product knowledge and achieve maximum sales, as well as the optimum level of customer service.
- Ensure Apex policies, procedures and legal requirements are followed.
- Maintain excellent lines of communication between management and team members.
- Assist with maintaining a healthy team culture and a good level of staff morale.
- Liaise with other branches and departments as necessary.

Customer Experience Delivery

- Lead the team in meeting and exceeding customer expectations.
- Ensure customers are met from the airport, ferry terminal or accommodation on time.
- Ensure all phone and walk-in enquiries are answered promptly and professionally so as to maximise sales revenue.
- Ensure customers understand conditions of hire and vehicle insurance options.
- Ensure Rental Agreements are completed accurately and payments are received in full.
- Ensure vehicle check-outs / check-ins, InterIslander, train and all other bookings are completed accurately. (i.e., flight information, source of enquiries, etc.).
- Assist staff to develop professional relationships with clients to build on our repeat and referral business.
- When necessary, ensure customer credit cards are charged for damage, petrol etc. and that an explanation letter and receipt are sent to the customer.

Other

- Assist with the day-to-day management of the office i.e. rostering/ scheduling, daily cash reconciliation, ordering stationery/ supplies.
- Actively promote Apex vision, values and culture.
- Ensure you and your team wear the staff uniform at all times and are presented neatly and professionally.

Key Accountabilities:

The incumbent will carry out all the tasks defined above to a high standard and will exhibit all the competencies required for the role. The achievement of these will be measured and reviewed in regular performance reviews.

- **Information-** All paperwork, administration tasks and reports are completed accurately and on time.
- **Knowledge-** Maintain up-to-date knowledge of standards and procedures.
- **Health & Safety-** Incident rates kept at target level and any hazards, breaches or near misses reported.
- **Quality-** All processed bookings and data entered are accurate and complete
- **Sales-** All sales opportunities are managed according to procedure so as to maximize sales revenue
- **Service/ Customer Care-** Customer Experience- measured through customer Satisfaction Score for Service.
- **Other-**
 - Staff retention.
 - Vehicle presentation score against target.

Competency Profile - Knowledge, Skills and Experience:

Educational background & professional experience

Essential

Previous relevant experience leading/ supervising a team.

High level of computer proficiency.

Microsoft Excel skills- Basic level.

Desirable

Holds relevant tertiary degree.

Has worked within a sizable car rental/fleet operations or similar dynamic business previously.

Leadership Skills

Leads, mentors, motivates and develops staff.

Exercises diplomacy and sound judgement to deal with matters in a confidential and sensitive nature.

Customer service skills

Friendly, helpful and professional demeanour.

Identify customer needs and ensure customer satisfaction is a top priority.

Respond professionally and calmly to customers in a timely manner, diffuse any potential hostility and maintain productive and professional relationships.

Sales Skills

Proven sales skills and ability to recognize and maximise sales opportunities.

Results orientated- motivated to work with your team to achieve sales and maximise branch revenue.

Ability to balance the company and customers' interests.

Communication skills

Fluent level of oral and written English.

Highly developed interpersonal skills.

Clear and concise interpersonal communication skills.

Adaptability

Displays adaptability to an ever-changing work environment, meeting all varying tasks with responsibility and effectiveness.

Problem solving and Initiative

Takes ownership over workload and follows through.

Voices ideas and creates change initiatives to improve business efficiency.

Analyses issues or inefficiencies and makes recommendations on how to resolve them

Seeks practical and sound solutions to problems.

Quality / Compliance

High attention to detail.

Work carried out to a high level of professional standard / competency.

Any business relationship is maintained with high ethical standards.

Ensures own as well as team compliance with all company and regulatory procedure.

Organisation and planning skills

Plans effectively and prioritises tasks.

Delegates tasks within the team.

Decision Making Skills

Make sound judgements and decisions, seeking appropriate approvals or advice when needed.

Disclaimer

The information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job, which may vary, based on job location, department or the assignment. The actual essential duties, responsibilities and qualifications may vary by location, department, reporting structure or other business needs. No inference should be drawn that a specific job duty, responsibility or qualification is non-essential by its absence from this description.