

About Bunk Campers

Bunk Campers, part of Apollo Motorhome Holidays Family, are one of the UK & Ireland's largest campervan rental companies with a modern fleet of 2-6 berth campervans and motorhomes for hire from Belfast, Dublin, Edinburgh, and London Heathrow. Bunk Campers provides memorable holidays for people who want to experience a road trip with a difference.

We're open year-round, but our locations really come alive in May through to October, when we play host to visitors from around the world.

At Bunk Campers you can make a real difference to our business and work with a great team; people who know how to have fun while getting the job done to the best of our abilities. Ignite your passion by joining our team!

Bunk Campers is proud to employ individuals who embrace our core values:

- Be happy to
- Lead the way
- Enjoy the ride

Bunk Campers is a Silver accredited **Investor in People** business, we are committed to attracting, recruiting, and retaining staff with the right qualities and will provide the opportunity for growth within the company.

Job Title: Guest Service Supervisor

Dublin Branch (Advance Business Park, Old Airport Rd, Cloghran, Co. Dublin, Ireland)

Job Overview

Bunk Campers are looking for a guest service supervisor to be first point of contact for all Guests, responsible for the administration, vehicle handling and all processes related to the daily activity in a branch.

The candidate should endeavour to provide outstanding service to meet and exceed Guest expectations. The delivery of such shall be efficient and aligned with our vision, mission, core values and all relevant policies and procedures.

Job Duties

- Develop and review policies, programs and procedures concerning guest relations and services provided at branch level.
- Motivate and train Guest Service team on all facets of customer excellence.
- Ensure all guest information is entered and Inform guests about liability, liability reduction options, and the Terms and Conditions.
- Demonstrate rental vehicle and all equipment in the living area to make sure that guests understand how to operate the vehicle.
- Address any guest concerns immediately and if necessary, solve complaints on the spot.
- Liaise with other organizational departments if necessary to achieve customer satisfaction.
- Identify service problems and modify and improve services if necessary.
- Ensure operational efficiency within the branch and the guest handling.

- Provide direction and feedback to Guest Services team members and assist Branch Area Manager with recruitment of new Guest Service Officers.
- Make sure that all vehicles in the branch are clean and quality controlled and inspected for damage and inform Branch Workshop Supervisor or Fleet department immediately of any damages or other maintenance concerns.
- Actively inform our guests about all ancillary sales items and strive to achieve branch ancillary sales and conversion targets.
- Ensure all WHS policies and procedures are adhered to ensure the continued health and safety of the workplace.

Essential Criteria

Qualifications & Licences

- Valid open driver's license
- Diploma or certificate level qualification in business, frontline management, or tourism
- Tertiary qualifications in business or similar

Skills & Experience

- Staff supervision
- Excellent interpersonal skills and a collaborative management style.
- Handling guest expectations and conflict
- Achieving sales & conversation targets
- Previous experience in tourism or rental operations preferred
- Good time management
- Intermediate computer skills
- Must have the ability to work flexible hours, including over weekends and Public Holidays if required

Preferred Criteria

- Command of a second language such as French or German

How to Apply

Email your CV to dublin@bunkcampers.com or Call 01-8428842 for more information

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Reference ID: GSSDUB

Job Types: Full-time, Permanent