

## 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.

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## Job Title: Guest Services Officer & Vehicle Maintenance Officer

All Branches (London, Edinburgh, Belfast & Dublin)

### Job Overview

The candidate will be asked to support the Branch Manager in the day to day running of the rental operation, be the first point of contact for all Guests arriving at the depot, and exceed Guest's expectations in accordance with company core values, policies, and procedures.

### Job Duties

- Check Guests in on arrival or when entering our premises. Always serve our Guests in a friendly and efficient manner.
- Assist in achieving branch ancillary sales and conversion targets by upselling hireable extras and protection packages
- Preparing & completing rental administration
- Telephone and email correspondence with Guests and third parties
- Complete damage inspections pre and post rental
- Address any Guest concerns immediately and if necessary, solve complaints on the spot. Escalation to management if you cannot solve the issue
- Ensure branch presentation is always impeccable, including general housekeeping and cleaning, e.g., vacuuming, wiping, window cleaning etc.
- Assist with repairs, preventive maintenance, parts ordering, and refurbishment of our fleet

### Essential Criteria

- Must have full driver's license and ability to drive manual transmission vehicles
- Good attention to detail
- High customer service standards
- Excellent interpersonal skill and presentation

- Negotiation and conflict resolution skills
- Good time management and ability to meet deadlines
- Intermediate computer skills
- Must have the ability to work flexible hours, including over weekends and Public Holidays if required
- Friendly, positive attitude

### Preferable skills and experiences

- Basic DIY and tool use
- Experience in automotive repair / vehicle rental environment

### How to Apply

Email your CV to [fleet@bunkcampers.com](mailto:fleet@bunkcampers.com) to apply.