



We are looking for passionate individuals with a qualification gained through University or TAFE in the following disciplines;

- Tourism
- Hospitality
- Logistics
- Sales
- Business (or related)

Applicants should possess a strong interest in sales and service. You also need effective communication skills, teamwork orientation, leadership capability, and problem solving skills. You must have the ambition to grow within Europcar Australia / New Zealand and relish the opportunity to work in a dynamic and people-oriented environment. We require candidates who embody Europcar's core values of Agility, Safety, Commitment, Trust and Diversity.

After 6 – 12 months training, the Management Development Trainee may be required to re-locate (with assistance from Europcar) to another location where your skills and knowledge will be further developed.

What Europcar offers

A career with Europcar Australia and New Zealand offers successful candidates a variety of internal opportunities within Australia and New Zealand, and fantastic benefits, some of which are:

- Career paths – a wide range of career paths to explore a range of roles and responsibilities
- Ongoing career training and coaching
- Opportunity to undertake temporary assignments throughout Australia and New Zealand (if applicable)
- Competitive pay – linked to market rates and your performance
- Incentives – linked to sales, customer service performance or other key performance indicators
- I&O Bienvenue benefits, Accor partnership - discounts on hotel accommodation anywhere in the world after one year's service
- Discounted car rental – great discounts for staff, family and friends
- Global brand - potential to work overseas and to tap in to our worldwide career opportunities.
- Engagement surveys – we value your opinion and take action on issues that matter to you
- Employee Assistance Program – we have 24 hour support for you and your family members

What you could be doing

You will be exposed to a number of different positions within our operations ranging from front line customer service positions to supervising a shift. The aim of our Management trainee program is secure talented individuals, train them in front line operations, and fast track them in to supervisory positions, then management positions with rental operations.

Typical responsibilities of front line customer service positions are:

- Promoting and selling Europcar's products, ancillary products and services to achieve agreed personal and station sales targets;
- Opening and closing rental agreements;
- Accurately completing rental administration and vehicle documentation.



Typical responsibilities of front line supervisory positions (Duty Managers / Senior RSOs) are:

- Supervising the shift, including controlling the positioning of employees at Airport terminal desks / returns area;
- Implementing the daily strategy for Sales and Service and continuing to lead the team on the Sales and Service strategy on night shifts and weekends
- Providing excellent customer service and sales

Customer Experience Managers (major airports only)

- Delivering a world class, bespoke and boutique VIP service to surprise and delight our customers.
- “Customer Experience Manager”- The play maker for superior grooming standards and expectations
- Facilitating outstanding **Sales** and **Service**
- Constantly grooming the location
- Ensuring the right car, right time, right position, right condition
- Ensuring the right staff at the right time
- Facilitating random acts of kindness
- Managing the queue flow at airport stations
- Managing the service issues at counter, leaving RSOs to sell and serve
- Driving/Coaching Ancillary daily targets for team

Typical responsibilities of front line management positions are:

- Running your own station and develop your business with a mindset of a small business owner
- Developing your people to deliver the highest levels of customer service, ensuring total customer satisfaction and sales targets are met
- Achieve necessary vehicle levels to maximise business opportunities
- Ensure regular business development contact with prospective and existing business in order to maximise sales opportunities.

Training and Coaching

At Europcar we are committed to developing our people, and as such have adopted a 70:20:10 approach to learning. We believe that 70% of the learning occurs on the job, 20% by learning through other people and 10% through formal training such as face to face facilitation and access to Europcar University, our eLearning platform. Through providing a structured learning program and an assigned buddy, successful candidates will receive all of the guidance and training required to be successful in their roles.

Successful candidates will need to possess:

- Previous experience in a customer service role highly desirable
- Sales experience and interest in / ability to sell
- A qualification, Diploma or higher
- Ambition and attitude to drive your career within car rental operations
- A full manual drivers licence – mandatory and inherent requirement of the role
- Availability to work a rotating shift roster between the hours of 6.00am to 12.00pm Monday to Sunday – mandatory and inherent requirement of the role
- Excellent communication skills
- An entrepreneurial mindset
- The ability to persuasively present products, understand customer needs and handle queries to provide excellence in customer service
- Flexibility and adaptability
- Strong organisation skills with the ability to multi-task and a strong sense of urgency
- The ability to build effective working relationships

- Computer literacy
- Mandarin language skills highly desirable
- Mature age students encouraged to apply

NOTE: ONLY CITIZENS AND PERMANENT RESIDENTS TO APPLY

How to Apply

Please submit your application via Seek.com and include a current CV and cover letter.

Only shortlisted candidates will be contacted

In the application please include:

- Evidence and / or transcript of your qualification
- When are you available to begin employment?
- Your career aspirations
- What interests you about working with Europcar

