

Management Trainee - Sales and Management Development

US-KS-Wichita

Description

Are you "Driven to Achieve?" Do you enjoy sales and customer service? Are you a proven leader? Jump-start your career with Hertz Local Edition (HLE) Car Rental, a subsidiary of Hertz Rent-A-Car and a leader in the car rental industry. Hertz is known for superior service and quality product. We are proud to bring these qualities to the local market of car rental where our primary focus is providing short-term rental of automobiles for the insurance replacement market.

As a service corporation, Hertz considers its employees to be its greatest asset and is committed to each person's personal and professional growth. Hertz Local Edition is recruiting Management Trainees... an entry-level position that will allow one to develop their customer service, sales/marketing, and management skills in preparing them to operate and develop business for one of our local branch offices. Our extensive training program incorporates both classroom and field training along with continuous performance review. As we expand throughout the Midwest's major metropolitan areas, this is truly an opportunity to jump start your Sales/Management Career.

Here's some of the Job Responsibilities:

Training and Development:

- Continuously develop and train on phone skills, sales techniques and customer service skills.
- Develop self to constantly and measurably improve performance numbers.

Customer Service:

- Assist with the phone and take reservations.
- Pick up the customer or deliver a vehicle to them at a specified location in a timely fashion.
- Present rental agreement by clearly explaining policies, procedures and parameters of each transaction to the renter.
- Maintain good communication skills, friendly personality, professional appearance and positive attitude in every interaction with the customers all of the time.
- Maintain vehicle cleanliness when required to meet the customer's needs, including performing car washes.
- Perform vehicle inspections at the time of delivery and return to verify cleanliness and fuel levels.

Sales/Marketing:

- Further the branch's growth and profitability through capturing reservations, qualifying the reservation and utilizing the rental qualification guidelines and rate quotes in accordance with the rate menu.
- Present ancillary products to the renter by clearly explaining the features and benefits of all optional products.
- Make contacts with the referral source, work to further the company's growth through our local marketing efforts.

Management:

- Learn how to operate a Branch through hands on development of skills in order to be considered for future advancement.
- Takes initiative for self-development.

Administrative:

- Perform vehicle inspections at the time of delivery and return to verify fuel levels and check for damages.
- Complete contracts completely.
- Help Assistant Branch Manager/Branch Manager with billing issues and processes rental payments from the renters and businesses

Our employees join us for a number of reasons. But no matter how different their backgrounds or diverse their duties, all face the new challenges of a fast-paced, demanding business. Those who best meet these challenges are the champions of our team.

Hertz is an Equal Opportunity Employer.

Bachelor's Degree

Valid Driver's License with Good Driving Record

Authorization to work in the U.S.

Position Success Factors:

Successful Management Trainees will possess the following knowledge/skills:

- Creativity: Generating new ideas and/or recognizing imaginative and new approaches to work-related solutions
- Decisiveness: Knowing when a decision is called for and making it without undue hesitation; demonstrating a willingness to chose from among alternatives
- Flexibility: Adaptability, versatility, using different approaches to people or problems as appropriate, switching

strategies when necessary

- Follow-up: Ensuring that actions are completed and carried out; monitoring the progress of the issue to assure attainment of objectives
- Initiative: Creating opportunities and taking action on ones' own without waiting for supervision; seeking and accepting responsibility
- Judgment: Reaching appropriate conclusions from available information; making fact-based decisions
- Leadership: Getting others to perform a task or accomplish a goal; motivating and inspiring high morale; operating from power of skills as opposed to power of position; take pride and ownership in the branch operation.
- Teamwork: cooperating with others to achieve a goal; developing rapport with others; group facilitation; obtaining satisfaction from others' accomplishments