

## Position Description

Vacancy Title: **Group Car Rental Manager**

Location:

### Objective

The Group Car Rental Manager provides strategic and operational leadership for the Car Rental business across all TTSPH South Pacific markets directly overseeing Fiji operations and guiding Vanuatu, Solomon Islands, Tonga, Samoa, and American Samoa through indirect management control. The role drives business growth through effective planning, development, and marketing of the AVIS and PAYLESS brands, ensuring achievement of KPIs and market expansion targets. Strong industry, government, and tourism-sector engagement is required to support positioning and partnerships. Robust governance over fleet, cash, and debtor management must be upheld, while ongoing collaboration with AVIS Australia is maintained to support marketing, compliance, billing, and broader franchise obligations.

### Outcomes

#### Organisational Stakeholders

#### 1. Financial Performance Strengthened

- Country NPAT budgets achieved through effective revenue, cost, and utilisation control.
- Fleet utilisation across six countries maintained above the 70% target to maximise earnings.
- Fleet composition and rate structures optimised to increase revenue and gross profit margins.
- Departmental expenditure kept within approved budgets to safeguard profitability.
- Fiji Car Rental profitability and KPIs (revenue, gross profit, expenses, ADR, utilisation) sustained through active monitoring and performance management.
- Annual Car Rental budgets established for Fiji and island operations, ensuring aligned financial planning.
- Avis investment tracking reports and royalty fee submissions completed for TTC to support accurate financial oversight.

#### 2. Business Processes Standardised and Enhanced

- A Group Car Rental Strategy developed to align all country operations with a unified direction.
- Fleet Management and Rates Policy established to strengthen consistency and revenue governance.
- Central billing and royalty management processes managed to ensure accuracy and compliance.
- Group AVIS SOPs created and continuously updated for operational consistency across countries.
- ANZEN and 5S standards across all sites maintained to support safety and workplace organisation.
- Group-wide marketing strategies implemented to uplift brand visibility and demand.
- Fiji operational control of AVIS maintained, ensuring development of the business through coordinated planning with the Operations Manager.
- Rates and fleet management (sizing, additions, disposals) administered to maintain optimal fleet availability.
- PAYLESS brand rollout and business development executed according to timelines and growth objectives.
- Website updates and social media advertising completed to support promotions and digital presence.
- Composite sheets for all countries processed and debtor follow-ups actioned for royalty compliance.
- Fleet budgeting, additions, and disposals aligned with TTC/TTSPH approvals and correctly input into Wizard and Capex processes.

#### 3. Customer Service Excellence Elevated

- Market share in line with company strategy sustained or increased through focused service delivery.
- Customer visitations conducted regularly to maintain strong business relationships.
- Timely reporting to Management, TTSPH, TTC, and AVIS Australia provided to support effective decision-making.
- Communication with island operations strengthened to ensure consistent support and service quality.
- Strong wholesaler and travel agent engagement maintained for promotions, marketing, and query resolution.
- Country-level customer service capability reinforced through technical and service support from the Car Rental Support Officer.
- High-quality rental experience ensured through strict service standards in all AVIS and PAYLESS operations.

#### 4. Capability, Culture, and Workforce Development Advanced

- Succession plans for key roles developed to ensure long-term leadership continuity across the group.
- Staff training programmes and technical guidance delivered, including country and group CRUs.
- Customer service training updated and strengthened through ongoing process reviews.
- Staff performance across Fiji and islands monitored and uplifted through structured management processes.
- In-country capability for future AVIS Country Managers built through targeted development efforts.
- A strong ANZEN culture in all AVIS teams reinforced through continuous support and engagement.
- Annual AVIS CRUs for learning and development held where practicable to support information sharing.

#### 5. Regional Coordination and Strategic Partnerships Strengthened

- Collaboration with AVIS Country Managers and CEOs facilitated to identify marketing opportunities and group-wide initiatives.
- Annual island budgets and performance targets supported through active engagement with each market.
- Rate categories and wholesale rates established, updated, and communicated to ensure consistency and competitiveness.
- Queries and customer service issues with AVIS Australia addressed promptly to maintain strong brand alignment.
- Regional travel across South Pacific countries, Australia, and New Zealand completed for site visits, expos, and wholesaler meetings.

## Responsibilities - Key Competencies

Competence	Description
<b>Business</b>	
Business Performance	Manage the performance of the organisation.
Risk Management	Analyse and manage risk.
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Systems and Procedures	Develop and/or apply procedures to assist the organisation achieve its goals.
Communication	Exchange information through verbal communication
<b>Customer</b>	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Quality Focus	Deliver quality.
Organisational Values	Display the organisation's image and value standards.
<b>People</b>	
Leadership	Utilise a leadership position to influence people and events and to increase performance.
Innovation	Use original and creative thinking to make improvements and/or develop and initiate new approaches.
Learning	Develop the competencies of self and others to enhance performance.
<b>Professional</b>	
Technical Strength	Demonstrate knowledge of a specialist discipline.
Compliance	Comply with relevant laws and the policies and procedures of the organisation.
Technology Application	Apply technology.
<b>Operational</b>	
Health and Safety	Establish and maintain a safe and healthy work environment.

## Qualifications

Qualification	Discipline	Notes
<b>Preferred</b>		
Degree	Management or business	MBA or other postgraduate qualification an added advantage

## Work Knowledge and Experience

Minimum of five years' experience in the car rental industry, including proven experience in a management role.

Strong strategic thinking capability with a focus on business consolidation, growth, and long-term planning.

Strong marketing orientation with the capability to design and implement country-specific marketing initiatives.

Solid numerical competency with the ability to prepare professional written documents and reports.

Excellent communication and interpersonal skills, supported by sound business acumen.

Highly developed problem-solving skills with a proactive and solutions-driven approach.

## Requirements

### Other Required Requirements

No other required items found.

## Interactions

Type	Interaction	Comments
<b>Internal</b>		
	TTSPH Management	
<b>External</b>		
	AVIS Australia.	
	AVIS USA.	

Type	Interaction	Comments
	Key Destination Wholesalers.	
	Tourism Fiji.	
	Ministry of Tourism.	

## Attributes

### Behavioural Styles

Accountable	Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
Innovative	Devises new and creative ways to do things comes up with original ideas.
Integrity	Adherence to moral and ethical principles; soundness of moral character; honesty.

### Interpersonal Styles

Consensus seeker	Works to achieve group solidarity and general agreement and harmony.
Extrovert	Outgoing and showing interest in events going on around them, particularly people, new experiences and changing situations.
Objective	Impartial and honest in dealings with others, eliminating own feelings and view to reach a balanced judgement.

### Thinking Styles

Analytic	Able to separate things into their constituent elements in order to study or examine them, draw conclusions, or solve problems.
Decisive	Reaches conclusions, promptly and firmly.
Flexible/Adaptable	Readily accommodates changing circumstances, modifying own behaviour and/or views. Able to adjust easily to new conditions.
Initiative	Takes action and makes decisions without the help or advice of other people.
Numerate	Shows abilities in quantitative thought and expression.

## How To Apply

--

## Contact for Enquiries

Contact Name: Grace Naleba

Contact Email: [grace@maxumise.com](mailto:grace@maxumise.com)

Further Contact Information: Maxumise Office Ph: 3303137 | 7733137

**Closing Date:** 12 Dec 2025