

EMPLOYEE CASE STUDY

Name Rayno Simpson

Current Role Account Manager

Autoclenz Journey

Rayno started working in the rental industry in 2002 shortly after arriving from South Africa. He worked for the BlueTeam before joining Autoclenz in 2005.

Rayno's first role within Autoclenz was as a Driver and Cleaner in Lewisham before transferring to London City Airport as a Team Leader/Supervisor overseeing Avis, Hertz and Europcar. Rayno then progressed to the role of Fleet Controller at Europcar's Barking Branch and in 2006 was transferred to Europcar Slough where he remained until 2009.

After Slough, he transferred to Europcar London Kings Cross and three years later was offered the opportunity to take the role of the first Super-Fleet Controller in the country. In this role at Europcar, London Kings Cross, Rayno would oversee the fleet operations and manage outsourced staff for five sites, one of which was Kings Cross, the largest rental site in London.

In early 2016, Rayno was promoted to the position of Account Manager for the South East Rental Division within Autoclenz.



External Training completed

IOSH Working Safely.

Internal Training completed

COSHH Interactive Training, Environmental Awareness, Leadership, PPE Video Training, Conflict Management, Communication, Lone Working, GDPR, Manual Handling, Stress Management, Equality and Diversity, Slips, Trips and Falls, Time Management, Winter Weather Awareness, Customer Service Essentials, Modern Slavery.

What is the main attraction for you staying with Autoclenz for such a long period?

I have always felt valued within the company. My performance is reflected in monthly stats which makes the process clear and transparent. This helps me to focus on target areas and has also helped in achieving performance incentives. I receive great support and validation from the Senior Management Structure. We have fantastic administrative support within the company who are always available to answer queries, sort out urgent issues or just have a quick chat. The company attracts hardworking people with great team spirit which makes me feel well supported.

How do you believe Autoclenz differentiates itself from the competition?

The company encourages new ideas and opinions are valued from all levels, ensuring everyone feels part of the team. Positive feedback is integral to the successful functioning of the company and as a Manager I believe this is an important aspect to ensure employees feel validated. Dedication and hard

work are recognised and leads to the opportunity for advancement and progression, as many of the current staff can attest to. The company has a thorough vetting process, ensuring that all potential operators adhere to legislation and are able to satisfy our customer requirements.

What are your own personal successes within Autoclenz?

I successfully spearheaded the first Europcar Super-fleet project (Newsletter attached). In my role as Account Manager, I launched the Avis Heathrow account with 112 operators and oversaw it successfully for almost 2 years.

Why would you recommend Autoclenz as a great company to work for?

Autoclenz is headed by a team of leaders who are motivated, innovative and forward thinking. There are opportunities for training and advancement within a fair and supportive environment.

Where do you see your future with Autoclenz?

Although my current role has its daily challenges and rewards, I hope to both create and explore new opportunities within the business, adding to personal and company growth and success.

What advice would you give anybody just starting their own Autoclenz Journey?

I've been working for Autoclenz for 14 years, and my journey has been a very fulfilling one. If you are hardworking and motivated, Autoclenz can potentially have the perfect position for you.



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