



Job Vacancy

Hire Controller – Taunton Branch

Location Post Code: TA1 5NA

Job Description

Title: Hire Controller
Hours: As per Contract of Employment
Accountable To: Branch Manager

Summary of post

To ensure that all operational work is processed in accordance with Company standards, contractual and implied obligations and to ensure that the Company's reputation is maintained through adherence to Quality and Customer Care procedures.

Specific Requirements

Applicants should have a practical grounding, preferably with some experience working in the building or hire industry along with:

- Excellent communication skills with a clear telephone manner.
- An ability to work under pressure and to set deadlines.
- A confident and flexible attitude.

Key Accountabilities

1. Handle customer enquiries, orders and requests in an efficient manner utilising the company IT systems.
2. Contact external suppliers to check and establish costs
3. Liaise with colleagues to ensure that equipment is available for delivery/collection at designated dates and times.
4. Maintain a progressive knowledge of the company's products
5. A pro-active approach to generating new hire business and associated sales.
6. Ensure that all costs are kept within agreed budgets and are accounted for in an accurate and timely manner.
7. Ensure that all work in progress and completed contracts are invoiced in an accurate and timely manner.
8. Maintain and enhance good working relationships with all existing customers and actively seek new business leads for specific sales personnel where appropriate.
9. Ensure that customer terms are adhered to, their performance is reviewed and feedback presented to the Depot Manager where appropriate.
10. Provide additional operational support in times of staff shortage in any area/department of the depot.
11. Ensure security and accountability of hire fleet.
12. Maintain key holder responsibilities.
13. Assist in the collection of aged debtors.

In addition to the above specific main duties, all staff are responsible for:



- Promoting measures to ensure fairness and equality of opportunity, politeness and consistency in dealing with all stakeholders, employees, customers, suppliers and the general public.
- Implementing health and safety, environmental and quality procedures.
- Improving working methods and using resources cost-effectively.

Confidentiality

The post holder must maintain the confidentiality of all information about staff, customers and other aspects of the business, in particular compliance with the Data Protection Act 1998.

Health and Safety

Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work etc Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for all employees and visitors.

Equal Opportunities

The post holder must at all times be diligent towards their responsibilities of the company Equal Opportunities Policy.

This job description is intended as a guide to the scope of the duties and responsibilities of this post, and is not meant as an inflexible specification. It may be reviewed from time to time in consultation with the post holder, in line with changing circumstances and in light of organisational change.

This is a permanent position.

Please apply for this vacancy by sending a copy of your C.V. with a covering note to:

Michael.Grimoldby@eagleplant.co.uk

For more information please contact Michael Grimoldby on **07747 625 847**.

Date Posted: 10th September 2015