

Land and Water

Person specification

Company name: Land and Water Plant

Job title: Hire Controller / Administrator

Criteria	Essential	Desirable
Qualifications	No formal qualifications required.	Educated to 'A' level standard or equivalent
Attainments/competencies (list as required)	Good knowledge of Microsoft Office suit of programmes (Excel/Word/Outlook/Power point) Excellent Communication skills, both written and on the telephone	Previously used Syrinx or other specialist hire software packages Previous Hiredesk, Customer Services or admin experience
Previous experience	Some experience of either a Hiredesk, Customer Services or administration role in busy environment.	3 Years' experience of either a Hiredesk, Customer Services or administration role in a busy environment.

Criteria	Essential	Desirable
Special aptitudes (e.g. oral or written skills, manual dexterity, etc.)	<p>Ability to liaise and converse with both clients and colleagues in a professional manner, both written and verbal</p> <p>Calm professional methodical attitude to work with attention to detail.</p> <p>Good at working to deadlines in a pressured environment</p> <p>Ability to work as part of a small team and also individually</p>	<p>Have a 'Can do' attitude and present solutions rather than problems</p> <p>Willing to go 'That extra mile' to ensure excellent levels of customer support</p> <p>Self-motivated person who seeks tasks to assist the wider team</p>
Physical abilities, circumstances, but only if a justifiable requirement for the job	Ability to drive and hold a current driving licence to commute to and from work.	