

Land & Water Plant

JOB DESCRIPTION

Job Title: Hire Controller / Administrator

Job Holder:

Location: Kingsbury Yard then Bromley Hayes (When opened)

Immediate Manager: Strategic Accounts Manager

Job Purpose: Managing the day to day hire desk. Maximise the potential income of both hire fleets and to meet and exceed budgeted income and profitability through high utilisation and strategic pricing. Ensure the smooth running of the hire desk so our customers are constantly provided with a high level of service, encouraging repeat business. Where customers are not completely satisfied, pass the complaint to line manager to ensure their continued patronage. Ensure that all on and off hires are processed so that invoicing is not delayed and is using accurate information.

Number of subordinates: 0

Limits of Authority:

- No single order over £ 1,000 (Except haulage moves £1,500)
- Credits to be approved by Strategic Accounts Manager or General Managers
- Proposed new accounts to be presented to the Strategic Accounts Manager or General Managers

Main Duties

1 Sales

- Maximise sales revenue (proactively and reactively)
- Maintain & Develop Customer Base
- Manage customer calls
- Pricing within guidelines
- Propose new products or services

2 Customer Care

- Ensure all on /off hire communication is recorded
- Provide technical support and advice to customers
- Ensure customer loyalty through regular courtesy calls / emails

3 Fleet Control

- Maximise plant utilisation
- Work with the Maintenance Team to ensure all plant is operational, working efficiently and suitable for the purpose it is being used
- Put forward suggestions to change the fleet size or make up where needed

4 Administration

- Ensure all transactions are processed in accordance with company procedures
- Ensure quality/ error free administration
- Forward all customer invoice queries to either the Strategic Accounts Manager or General Managers
- Ensure all damage notifications are sent to the customers and that this is recorded on the hire contract within Syrinx
- Ensure Operator's timesheets are received weekly and forward these to the HR Team
- Ensure customer's insurances are kept up to date
- Ensure Forward Planner is kept up to date
- Ensure the Yard Loading Calendar is kept up to date

5 Transport

- Procure transport for all hires as necessary
- Maximise revenue & Profitability from effective transport management and logistics
- Ensure transport services are provided by Approved Suppliers
- Ensure transport is carried out in accordance with current legislation
- Seek new hauliers to add to the approved haulier list and propose hauliers to be removed

6 Marketing & Business Development

- Gather market information
- Identify new sales / marketing opportunities
- Development of marketing literature with Strategic Accounts Manager

7 General

- To undertake any other duties that fall within the job holder's capabilities allied to normal duties that management may reasonably request
- To understand that your job entails two separate responsibilities; Firstly, to carry out specific tasks your function requires. Secondly, and of equal importance but frequently overlooked, to continually examine and seek ways to improve the way in which your function operates within the whole business process and how it contributes to the achievement of the Company's business objectives.

Signed

Date