

Job Title: Trainee Hire Controller

Location: Albury, Surrey

Reports To: General Manager

Role Definition:

The Trainee Hire Controller role requires the individual to be comfortable working within a busy office environment as part of a small, customer focused team. The individual needs to have the ability and willingness to learn new processes and procedures, whilst developing their product knowledge and overall skillset. The role will require good communication skills both verbal and written correspondence as well as having the ability to learn to use a specialist hire software package and Microsoft office.

Purpose of the Role:

To assist the current hire team in ensuring that our customers receive the highest levels of customer service from the initial enquiry through to the final invoice. Ensuring that our hire fleet utilization is as high as possible. Liaising with suppliers to ensure that any crossed hired equipment or haulage maximizes profit margins.

Key Responsibilities:

- Answering incoming calls to take new hires/off hires/exchanges/breakdowns
- To input quotes on to the hire system, email them to customers and follow up as necessary
- Taking of orders, processing and following them through to completion.
- Arranging the delivery and collection of equipment fulfilling the customer's requirements and ensuring profit maximisation
- To chase new hires when phones are quiet
- Provide high levels of customer service at all times
- Raising Invoices and sending them to the customers

- Answering customer queries or questions in a timely manner
- Maximise sales by providing high levels of customer service in all areas including answering phones promptly, handling queries and orders efficiently and accurately

Skills Required:

- Customer focused approach
- Exceptional team player
- Confident 'Can do' attitude
- Working knowledge of Microsoft Office (Word & Excel)
- Good overall standard of PC literacy
- Excellent written and verbal communication skills
- Attention to detail & ability to follow processes
- Willingness to learn new systems, procedures and processes