



## Job Vacancy

### **Hire Controller – London West Branch**

Location Post Code: TW19 6AQ

### **Job Description**

<b>Title:</b>	<b>Hire Controller</b>
<b>Branch:</b>	London West
<b>Hours:</b>	As per Contract of Employment
<b>Accountable To:</b>	Branch Manager
<b>Financial Limits:</b>	£1000,00 per individual purchase order
<b>Reportees:</b>	Service Manager, Fitter, Driver.

**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:**

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

### **Key Accountabilities**

1. Handle internal and external customer enquiries, orders and requests in an efficient manner utilising the company IT system.
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.



# EAGLE PLANT

Beeching Close, Chard, Somerset. TA20 1BB

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.

### **Further Details**

For further information please call **Andy Cook** on **01753 689966**. To apply for this position please email your C.V with a covering note to:

[Andy.Cook@eagleplant.co.uk](mailto:Andy.Cook@eagleplant.co.uk)

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Vacancy Location: Eagle Plant, Former Wiggins Transport Yard, Horton Road, Stanwell Moor, Staines, Middlesex, TW19 6AQ