

SELWOOD LTD POSITION DESCRIPTION: Hire Controller

DEPARTMENT: Pump Hire

LOCATION: As specified

POSITION PURPOSE:

- To build a good working relationship with all customers, via telephone and email to ensure that we are their first call when they have a requirement for hiring pumps and related ancillaries.
- To oversee the office administration, including but not limited to, raising hire and sales quotations and subsequent contracts, raising purchase orders and processing invoices.
- To accurately record details and input information on Selwood systems to ensure company compliance. To make arrangements and appointments for the sales or solutions staff members to visit the customer and examine their requirements.

RESPONSIBLE TO: Branch Manager

REGULAR CONTACTS:

Customers
Suppliers
Sales & Solutions Representatives
Branch Foreman/Engineers
Branch Drivers
Other Selwood Hire Branches
Workdry Departments

MAIN RESPONSIBILITIES:

1. Dealing with in bound calls and emails and subsequently liaising with internal and external stakeholders & to take ownership of enquiries & deal with them accordingly in a timely manner.
2. Prioritising workload to ensure the day-to-day customer requirements are met in a timely manner, whilst ensuring all paperwork including (but not limited to) hire and sales quotations, subsequent contracts, purchase orders, invoices and other administrative tasks are completed.
3. Ensuring that contracts, transport documentation and other paperwork are accurately input and up to date on to the applicable systems.
4. Through the appropriate internal staff members, ensure that the relevant equipment, transport and workforce are in place to cover depot & customer requirements.

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5. Organise transport in a cost-effective manner, ensuring deliveries and collections are made to the customer as scheduled.
6. Negotiate hire rates in accordance with price lists and discount policies.
7. Liaise with other Selwood branches and supply network to ensure the depot is suitably stocked with equipment to satisfy customer demand.
8. To monitor and accurately review a wide range of allocated work tasks to ensure all charges and costs are captured correctly.
9. To ensure all sales leads at the branch are promptly communicated to the relevant sales or solutions staff members.
10. To look to continuously improve your personal development & depot performance through new ideas and initiatives.
11. To ensure all Company QHSE procedures are adhered to.
12. To undertake ad-hoc tasks defined by your manager.

SKILLS AND COMPETANCIES:

- Excellent planning and organisational skills
- Ability to build and maintain good customer relationships.
- Ability to prioritise workload.
- Strong communication skills both written and verbal.
- Proven ability of learning new skills and or products.
- A good understanding of IT systems including Excel, Word and Outlook.
- Ability to stay calm under pressure.
- A good level of problem-solving skills.

This is not a definitive list and other tasks/activities may be necessary, as the Company's commercial activities require.