SELWOOD LTD POSITION DESCRIPTION:

Hire Administrator

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| **DEPARTMENT: Pump Rental Solutions** |
| **LOCATION: As specified** |
| **POSITION PURPOSE*:**** To build good working relationships with all customers, via telephone and email to ensure that we are their first call when they have a requirement for pump equipment. s. Liasing with the customer to organise the timely delivery and collection of equipment by the branch.
* Organise customer appointments for the sales team and branch representatives.
* Identifying the customer’s needs through conversations and creating opportunities to offer pump equipment that is immediately available for hire, thereby maximising utilisation.
* Completing all documentation accurately and maintaining up to date records of all hires.
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| **RESPONSIBLE TO:** Branch Manager / Hire Manager |
| **REGULAR CONTACTS:**Business ManagersHire & Sales Representatives Workshop ForemanDriversOther Sales Desk ControllersOther administrative staff at the branch Credit Control at Head OfficeOutside Service Engineers Other Branch ManagersIT DepartmentOther Head Office functions |

**MAIN RESPONSIBILITIES:**

1. Ensuring collections of equipment off-hired are collected within 48 hours. Deliveries are made to the customer when they are scheduled to be.
2. Ensuring that contract and other systems paperwork are correct and up to date. In- lieu contracts to be clearly identified and replaced immediately required equipment is available.
3. Day book and Transport book is kept up to date and is entered correctly and those who are responsible carry out any follow-ups.
4. Negotiated hire rates in accordance with price lists and discount policy as advised from time to time.
5. Following Company procedures on pricing policy.
6. Liaising with other branches to ensure smooth running of the operation, thus avoiding duplication.
7. To ensure that branch team members, drivers, fitters and Foreman raise correct charges for damages and losses. To liaise with customers to obtain their agreement to these charges.
8. To ensure all sales leads at the branch are promptly communicated to the sales staff.
9. To take ownership of customer problems and complaints, or to effectively transfer them to other members of the team who, in turn, will take ownership.
10. To ensure all Company QHSE procedures are complied with.

The main responsibilities are outlined above. This is not a definitive list and other tasks / activities may be necessary, as the Company’s commercial activities require.

**QUALIFICATIONS & EXPERIENCE**:

• Experience in a fast-paced administrative office environment.

• Able to multitask between online information inputting and telephone conversations to customers and team members.

• Clear accurate communication skills to deliver instruction to Hire team.

• Excellent attention to detail when completing and checking invoice documentation.

• Experience in a customer service environment, meeting the customers’ expectations in service.

• Computer literate. Be able to analyse data on Microsoft Packages such as Project / excel / word / PowerPoint.

• Ability to act proactively / be forward thinking whilst maintaining a methodical, attention to detail approach

• Understanding of all SHEQ requirements to uphold high levels of safety adhering to all safety legislation, ensuring staff and visitors are kept safe