

Hire Controller - Job Profile

Job Title	Hire Controller
Business Unit	Rental
Department	Rental
Reports to	Depot Manager
Date of Compilation	

Role purpose	
To have responsibility for receiving requests for Hires, Off Hires, contract amendments and collections, planning transport for deliveries and collections, efficiently utilising own transport. Ensuring that every opportunity is maximised and every effort is made to upsell both ide Rental & ide Systems product offerings.	

Data Scope	
Budget Responsibilities	Sales and profit performance of the depot Volume of credit queries as a proportion of depot revenues
Product Responsibilities	Liaising with the DM to ensure asset requirements are aligned to availability & utilisation measures
Key Activities	Increase depot revenues Reduce & control invoice queries Depot stock and utilisation control
Reporting	Submitting weekly reports as requested

Principal Accountabilities	
1.	Taking ownership of on/off hires, advising and processing to completion
2.	Arranging delivery and collection of orders in accordance with customers requirements
3.	Inputting to IT systems all paperwork relating to on/off hires and stock transfers
4.	Assisting in the completion of asset and stock counts
5.	Effective coordination and most efficient use of transport resources
6.	Conduct additional ad hoc duties as may be required including deputising for the DM

RENTAL CENTRES

Scotland & North ide Rental Ltd, Unit 8 Shawfield Trade Park, Rutherglen, Glasgow. G73 1DB Tel: 0141 647 0850

The Midlands ide Rental Ltd, Unit 4A & D, Zone 2, Burntwood Business Park, Ring Road, Burntwood, Staffs. WS7 3JQ Tel: 01543 674 759

The South ide Rental Ltd, Unit 13 Thurrock Trade Park, Oliver Road, Grays, Essex. RM20 3AL Tel: 01708 863 963



Essential/Preferred Attributes		
	Essential	Desirable
Qualifications	Good numeracy & literacy skills PC literate	Electrical and/or mechanical engineering qualification Knowledge of InspHire Full driving License
Experience	Previous experience in hire industry and/or customer service industry	Local knowledge of the hire market and sectors
Skills	Excellent communication skills Capable of taking ownership & responsibility Ability to adapt to operational changes & challenges	Ability to hold telephone conversations in a polite and professional manner Gauge customer satisfaction
Knowledge	Good understanding of ide Rental products Good knowledge of Health & Safety at work	Route planning
Other Attributes	High level of integrity Team player	

To apply for this vacancy, please send your CV to: gary.lowerson@iderental.co.uk

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