

Hire Desk Controller

Permanent position

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Due to growth a position has arisen for a Hire Desk Controller at our new depot in Yateley, you may already be within the rental or hire industry sourcing plant, tools or similar. However, you may be open to changing sectors and have experienced a fast paced, customer service-oriented role so spinning plated comes naturally!

Reporting to the Branch Manager, you will be the Hire Desk Controller dealing with customers both face to face and over the phone regarding on and off hire of plant. You will also be working closely with other divisions within the company to ensure any potential business leads are passed on, maintain targets and increase sales.

Responsibilities

- Providing excellent customer service whilst managing customer expectations
- Working in partnership with all the depots to ensure that the Customer experiences an optimum and seamless service.
- Building effective customer relationships.

Skills required

- Plant/tool hire experience essential.
- Previous experience in a customer service role, preferably within a Customer Contact Centre or Service Centre Environment.
- Strong interpersonal and influencing skills with the ability to effectively communicate across all levels
- Effective planning and organising skills, methodical approach with close attention to detail and adherence to Company standards and procedures.