

Job description: Office Manager / Short Term Rental

JOB PURPOSE:

To provide an efficient rental and sales support service for the Impact Birmingham operation. Effectively manage the Rental Fleet and provide Sales support to serve our customer base and coordinate the transport for the Birmingham depot. To communicate and coordinate with all internal departments necessary to deliver the business requirements for the rental and sales functions

PERSON SPECIFICATION:

Essential:

- People Management and leadership skills
- Natural and strong customer service orientation, with good customer facing skills
- Good communication skills
- Excellent organisational and administrative skills.
- Attention to detail, accurate and methodical in administration
- Action orientated, with the ability to cope with pressure and pace, and within required timescales
- Good attitude with high energy levels.
- The desire to achieve the highest standard in quality and accuracy of work.
- PC literate in Word/Excel
- Proactive approach

Desirable:

- Previous experience within a rental and sales environment.
- Ability to work using own initiative and prioritise workload.
- Calm, works well under pressure.

CORE ACTIVITIES:

STR Fleet

- Process enquiries for casual hire – quotations and following up.
- Faxing STR agreements for customer signature prior to delivery of equipment.
- Preparation of STR agreements, Transport Notes, etc.
- Ensure that all machines in depot are correctly identified/labelled with status.
- Keep casual hire truck files updated including filing of Transport Notes and STR

We can handle it.

- Agreements.
- Ensure LOLER inspections have been carried out and are current for all STR machines.
- Resolve invoice queries relating to Contract and STR.
- Liaise with Nottingham VSB department to ensure Kerridge system is updated for both truck movements between locations and maintaining truck Contract files for the region.
- Produce weekly availability list for Midlands STR fleet.
- Monitor STR utilisation to achieve minimum 85% utilisation, liaising with Sales, Contract and Operations Manager to identify possible disposal machines.
- Monitor hour meter readings and raise invoices for excess hour's charges where applicable.

Contract Fleet

- Close liaison with Nottingham/Corby VSB teams and Corby Refurbishment Centre to co-ordinate delivery and handover of new trucks.
- Informing workshop of all new/Used trucks being delivered into depot for preparation/delivery and ensuring that they are labelled and identified on receipt.
- In conjunction with the Service manager, ensure all machines returned from long term hire are inspected for damage and quotation for repairs sent within 48 hours.
- Transport
- Daily scheduling of transport for casual hire, demos, new and refurbished trucks.
- Responsible for transport budget for both internal and external movements providing monthly summary on costs/income.
- Ensure internal transport is utilised to minimise external transport costs.
- Ensure all transport costs are allocated to customer/internal department as required.

General Duties

- Monthly invoicing and posting out of all invoices for casual trucks.
- Calculate weekly utilisation figures for Weekly Operations Report
- Daily listing of truck movement between depots and Birmingham refurbishment centre to Service Department for updating of service schedule.
- Monthly contract and casual hire fleet totals for Operations Manager.
- Ensure internal and external X-hire charges are kept to a minimum.
- Complete Monthly stock takes and ensure variances are resolved
- Complete weekly STR report for depot Manager

Miscellaneous

- Process all requests for demonstration units and co-ordinate collection/delivery from other depots, dealers as necessary.
- Ensure demo fleet is monitored and collected within 1 week maximum.

We can handle it.

- Keep VSB updated on new truck and attachment deliveries, both into the depot and to the customer.

Reports

- The following reports must be run each month:
 - EOT (End of Term)
 - Monthly Rental Recons for submission to the Accounts Dept.
 - Active Agreements in Daily Rental
 - Cost Compared to Income in Daily Rental

General Duties

- Checking Contract Packs for orders ensuring all necessary paperwork is present before handing over to the relevant VSB Controller.
- Prepare sales activity and critical sales information for the sales management team.
- Make up Handover Packs in readiness for delivery of trucks.
- Preparation of letters and faxes.
- Preparation of Order Acknowledgements.
- Preparation of Service Check Agreements.
- Preparation of Endorsement to Contract documents.
- To perform any other reasonable duties that may be required from time to time within the scope of your knowledge, skills and ability

If you are interested in the above position, please send your cv to HR@impact-handling.com , we would love to hear from you