

We can handle it.

National Accounts Coordinator

Job Purpose:

To provide a single point of contact for National Accounts ensuring continuity throughout all locations is achieved. Including provision of key information for KPI's to be provided ensuring Service Level Agreements are achieved and adhered to.

Person Specification:

- Excellent organisational skills
- PC literate in Word/Excel
- Accurate and methodical in administration
- Good communicator at all levels
- Good customer facing skills
- Proactive approach
- Ability to cope with pressure and pace

CORE ACTIVITIES:

- Receive incoming calls from National Account customers and action as necessary.
- Enter all breakdowns on Kerridge Incident Management system immediately followed by a phone call to the relevant depot to inform them of the breakdown.
- Point of Contact for all National Account short-term rental requirements, liaising with Rental Controllers direct to ensure 100% of enquiries are fulfilled.
- Monitor STR usage and forward plan for seasonal peaks.
- Organise delivery and collection of STR machines ensuring off hire inspections are carried out within a timely manner prior to collection.
- In conjunction with the General Manager – National Operations, produce all Service Level Agreements (SLA's).
- In conjunction with the National Account Sales Managers, Supply information and work on Tender (RFI) documents as and when required ensuring they are submitted within the required timescales.
- Liaise with all depots, dealers and 3rd party service providers ensuring they respond within agreed timescales.
- Provide an updated daily status report on any ongoing jobs.
- Point of contact for Contract Managers
- Log and provide key information to enable accurate and meaningful KPI's to be produced.
- Effectively deal with all queries.
- Engineer contact/communication/support
- Review all estimates for chargeable work ensuring consistent pricing is used plus ensuring they are delivered within the agreed SLA timescales.
- Produce and manage daily VOR information to monitor and minimise downtime.

- In conjunction with all Depot locations, ensure all SLA's are achieved.
- Cover during absence/holidays for colleagues
- General Admin duties, Inc.: - Filing, Memos, Letters
- 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 believe you have the necessary skills to fulfil this role, please send a copy of your current CV and covering letter marked 'Strictly Addressee Only' to **Marcus Knight, General Manager - National Operations** or email Marcus.Knight@impact-handling.com