

JOB SUMMARY

Job Title: Rental Controller/Service Coordinator

Reports to: Service Manager

JOB PURPOSE:

To effectively manage the Rental Fleet to serve our customer base and coordinate the transport for the Depot. Coordinate Service Engineers on a daily basis, and to provide a point of contact for customers and Engineers. Responsibility for health and safety duties alongside senior engineer.

PERSON SPECIFICATION:

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

CORE ACTIVITIES:

Short-term Rental (STR) Fleet

- Process enquiries for casual hire – quotations and follow up.
- Scanning and e mailing 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 Agreements.
- Ensure LOLER inspections have been carried out and are current for all STR machines. [Please note since this is a mandatory legislative requirement. ALL on-hire STR machines must have a current Thorough Examination.](#)
- Monthly invoicing and posting out of all invoices for casual trucks, resolving 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 STR fleet and complete weekly STR report for Depot Manager
- 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.
- Ensure internal and external X-hire charges are kept to a minimum.
- Complete Monthly stock takes and ensure variances are resolved

Contract Fleet

- Close liaison with sales admin/ VSB 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.

We can handle it.

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.

Service Coordinator Duties

- Take incoming calls from Customers and action as necessary.
- Log all breakdowns within Incident Management (IM) and assign to Engineers via phone and Roadside Technician (RT)
- Ensure Customers are updated on a regular basis on the progress of the call / breakdown.
- Effectively plan workloads and deploy engineers ensuring maximum efficiencies are maintained.
- Calculate weekly utilisation figures for Operations Report
- Liaise with other depots, dealers and 3rd party service providers when customers are out of Depot area, ensuring that they respond within agreed timescales and provide an updated daily status report on any ongoing jobs.
- Log and provide key information to enable accurate and meaningful KPI's to be produced.
- Customer liaison/Queries/Quotations/Estimates
- Engineer contact/Communication/Support
- Check & monitor Job sheets/Timesheets using Daily Ops Monitor bringing any variances to the attention of the service manager
- Ensure parts requests are followed up to maximise efficiencies and reduce disruption/downtime to customers.
- Produce estimates for chargeable work using generic template.
- Cover during absence/holidays for colleagues
- Authorise overtime in conjunction with the Service Manager, monitor and record on the internal log.
- Manage VOR machines to minimise downtime, ensuring all VOR parts are ordered in a timely manner to minimise downtime.
- Monitor holidays and sickness ensuring resident sites are covered and ensuring engineer utilisation is maximised.
- Ensure all SLA's are achieved.
- To perform any other reasonable duties that may be required from time to time within the scope of your knowledge, skills and ability

We can handle it.