**Job Description**

**Hire Controller**

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| **Job Details** |

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| Reporting to: Area Manager  |  | Date: 1st February 2018 |

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| Department: Loo Hire |  | Location: Bridgend  |

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| Responsible for: Hire Control  |

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| **Job Summary** |

The Hire Controller provides both clerical and administrative support to the business. The Hire Controller plays a vital part in the administration and smooth-running of businesses and involves the coordination and implementation of office procedures and frequently has the responsibility for specific projects and tasks.

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| **Key Responsibilities** |

* First point of contact for customers requiring product support, assistance with orders, requests and complaints
* Answering client queries and preparing sales documentation
* Raising quotations and producing invoices
* Chasing sales quotes
* Account management - making sure customers are happy and promoting our products
* Contacting unsupported customers and letting them know the benefits of our support
* Maintaining client records
* Taking and delivering messages
* Answering questions about organisation and providing callers with address, directions and other information
* Welcoming on-site visitors, determining nature of business and announcing visitors to appropriate personnel. Providing tea or coffee and showing to meeting room, if necessary
* Receiving, sorting and distributing mail
* Maintaining fax machine, printers, and other office equipment
* Performing other clerical duties such as filing, photocopying and collating
* Any other reasonable task required by the company

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| **Key Skills**  |

* Good oral/written communication skills with excellent customer service skills/telephone manner
* Ability to work to a high level of accuracy with particular attention to detail
* Ability to multi task with various activities
* Enthusiastic, efficient, well-motivated and a positive attitude
* Ability to organise and prioritise and work as part of a small team

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| **Health and Safety** |

* To ensure that all personnel, equipment and practices comply with Health and Safety requirements
* To liaise with safety representatives and the Health and Safety department to ensure that Health and Safety initiatives are implemented
* To follow all risk assessments and method statements
* Report all accidents, incidents, and near misses
* To ensure compliance with the full company health and safety policy

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| **Working Environment** |

* To maintain all areas to the highest standards of housekeeping at all times
* To monitor, report and progress all damage to the fabric of the plant and equipment
* To ensure that the equipment is operable and maintained according to the Preventative Maintenance Schedule
* Undertake pre-checks as required for all work equipment
* Deal with any spilt material and product in accordance with spill procedures.

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| **Compliance** |

* To follow all quality, safety and environmental policies
* To ensure compliance to all objectives for continuous improvement
* To complete any paperwork required, either electronically or in paper format and return it to the office.
* To follow written and verbal instructions given; including any written procedures and processes as relevant to your area of operation.
* To attend any training required, and read any information and newsletters issued to you.

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| **Confirmation** |

Please check that the above details are correct and sign below to confirm. Thank You.

**Job Holder:**

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| Name:  |  | Date:  |

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| Signature:  |

**Manager:**

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| Name:  |  | Date:  |

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| Signature:  |