**Job Description**

**Hire Controller / Administrator**

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| **Job Details** |

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| Reporting to: Area Manager |  | Date: 1st December 2013 |

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| Department: Loo Hire |  | Location: Bridgend |

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| Responsible for: Administration |

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| **Job Summary** |

The Hire Controller/Administrator provides both clerical and administrative support to the business. The Hire Controller/Administrator 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

**Key Skills**

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

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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: |