

Power Saving Solutions

Hire Desk Controller

As a key member of our team, you will work on a variety of projects across different sectors. Your contributions will directly impact our ability to deliver exceptional service to our customers and support the overall success and growth of our business.

You may be required to carry out additional duties as needed to support the team and business objectives.

Job Role

- Receiving of incoming hire and sales enquiries in person, via telephone and email.
- Processing of hire contracts and sales invoices, ensuring all documentation is accurate and follows procedure.
- Management of customer relations. Building and retaining customer relationships. Ensuring that all requests, enquiries and queries are dealt with in an efficient, personable and professional manner.
- Arrangement of deliveries and collections in accordance with the customer's requirements.
- Demonstration of strong communication skills to deal with customers and employees at all levels of business.
- Liaising with accounts regarding unpaid cash invoices and any queried credit accounts.
- Timely follow-up on all hire and sales quotations.
- Maintain accurate records of hire contracts, equipment availability, delivery schedules, and customer communications using internal databases or software systems.
- Engage in reconciliations with key suppliers, ensuring live hire reports are up-to-date and accurate.
- Address customer concerns, complaints, or issues related to hire orders promptly and professionally, working to find satisfactory resolutions and prevent recurrence.
- Escalate complex or unresolved issues to management as necessary, providing detailed information and recommendations for further action.
- Weekly Audits of stock consignments and their whereabouts
- Monthly reports on excel gathering data and reconciling.

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