

The role: Hire Controller

The salary: £22,000 negotiable depending on experience

You will be responsible for;

- Dealing with all enquiries from customers and salesmen who require forklift trucks for hire on a short-term basis and negotiating; rates fuel and transport chargers
- Arranging off hire procedures when customers phone to return equipment
- Ensuring all screen information is updated regularly so other users have access to accurate information
- Using and updating the bespoke internal IT system
- Liaising with the Service department to ensure trucks are available to meet the customers' requests
- Ensuring all short-term rental contracts are signed and follow up if not received before hire commences
- Warm calling
- Quote chasing
- Filing of service records
- Working hours are 8am-4pm and 9am-5pm alternate weeks once trained

Can you demonstrate;

- Knowledge of the hire process for either forklift trucks, plant machinery or related equipment
- Experience in a customer facing role, with a good telephone manner
- Strong IT skills
- The ability to work as an effective team player
- To be able to balance an ever-changing workload
- Excellent organisation skills
- Determination and keenness to succeed
- Geographical knowledge of the UK (preferred, but not essential)
- Attention to detail

You will receive;

- A base salary of £22,000 (negotiable depending on experience)
- 25 days holiday + bank holidays
- Paycare medical cover
- Eye care
- Pension Scheme
- Profit share bonus scheme

About Us

We're a well-established, local material handling equipment supplier in the heart of Wellingborough. Fuelled by caffeine, we've been serving local businesses for the past thirty years.

In June 2018, we were acquired by Briggs Equipment which has opened up the doors for Hitec, granting us a regional audience and the chance to prove that the little guy has a chance against material handling companies far bigger than us.

We pride ourselves on the service we provide and the relationships that we have developed with our customers. We aim to give every single lead (whether it be for servicing, hire, a forklift or a sweeper) our all and to give the very best before, during and after sales care.

Recently we've expanded to include a one-man marketing team, additional sales professionals, a bigger team of engineers and even a new building to house everyone. Each team member matters and we're committed to your future as well as our own.

Our Values;

- Safety first
- Easy to work with
- It's our business
- Innovate and Improve
- Build trust

Our values are based around employee experience as we believe this will also support high levels of customer engagement. We want our people to be empowered to identify improvements or risks and offer solutions. We encourage open and honest communication to help make Hitec Lift Trucks the best place to work.

Apply Today

Send across a cover letter and your C.V to hannah.newman@askhitec.co.uk for more information on the role, call 01933 228127 and ask for Amanda Behan.