

JOB SPECIFICATION

1. POST

Post:	HIRE DESK NIGHT SHIFT MANAGER – SHIFT WORK
Depot / Department:	NORMANTON DEPOT
Ref:	GPL/GP139
Salary:	DEPENDENT ON EXPERIENCE/COMPETITIVE

2. SUPERVISORY RESPONSIBILITIES/POSITION IN STRUCTURE

Responsible to:	Melanie Plews – Office Manager
Liaising With:	Service Managers, Depot Store persons, Depot Supervisors, Service Engineers, Depot/Head Office Staff and Management Team.

3. MAIN FUNCTION OF JOB (Note: in addition to these functions employees are required to carry out such other duties as may reasonably be required)

- To work flexibly as a member of the Hire Desk Team.
- Provide a customer focused service to both internal and external customers.
- Shift Work - 4 nights on – 4 nights off

4. MAIN DUTIES (brief description)

Duties/Responsibilities

- Monitoring telemetry alarms and responding appropriately
- Answering all calls for emergency hire equipment and arranging its delivery.
- Responding to any breakdown requests and ensuring engineers are despatched promptly
- Ensuring comprehensive handover of out of hours actions are relayed to day shift
- Responsible for smooth running of Key Accounts and/or General Orders.
- Ensure all on/off hire orders are taken in detail and processed correctly.
- Create, input and ensure accuracy of orders onto the company InspHire system to minimise account queries and potential credits.
- Produce and maintain a manual complete contract file, containing all relevant paperwork including signed delivery and collection notes.
- Advise Transport Department of any necessary movements within a timely manner.
- Ensure relevant spreadsheets (as applicable) are updated daily/weekly and any concerns are brought to the attention of your Line Manager.
- Answer all incoming calls within 3 rings in a polite and professional manner as trained.
- Ensure own individual knowledge is enhanced by constantly aiming to learn/improve and taking on board training as necessary.
- Achieve all targets and KPI's that are set for individuals/Administration team – example month end target for posting invoices 8th of each month.
- Create, post invoices to Sage daily, from various run code reports as specified and update Line Manager.
- Check daily all off hires due from awaiting off hire report and update Line Manager of progress if there are any delays.
- Any customer queries must be dealt with quickly and efficiently.
- Line Manager or Director requests are to be completed within the same day or within timescale provided by them.
- Liaise and communicate effectively with all levels of staff.

5. REQUIREMENTS TO CARRY OUT JOB

Essential or desirable requirement (E/D)	E	D
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Qualifications required:		
<ul style="list-style-type: none"> Competent on Microsoft Excel. GCSE in English & Maths. Confidence with IT and computer packages. 	E E E	
Experience/Skills required:		
<ul style="list-style-type: none"> Any technical/engineering experience would be advantageous. Management experience. Administration or Hire desk experience. Worked with InspHire. Excellent organisation skills. Good communications skills, written and verbal. An ability to work efficiently under pressure. Ability to understand and implement written and verbal instruction. 	E E E E	D D D D
Specialist training required:		
N/A		N/A
Personal characteristics/Attributes required:		
<ul style="list-style-type: none"> Work well on own initiative and as part of a team. Ability to ensure the work gets done in a timely and effective manner. Ability to follow Company policy and procedures. Self-motivation. 	E E E E	
Other Information		
<ul style="list-style-type: none"> Shift Work - 4 nights on – 4 nights off 		

6. SPECIAL TERMS

Special conditions e.g. working with hazardous substances, equipment, animals etc:	N/A
Working in different locations:	The Company reserves the right to require you to work at a different location to meet the operational needs of the business.
We are an equal opportunities employer and welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.	

If you are interested in the above position please discuss in the first instance with your line Manager, then complete the application form and Email to:	Vacancies@generator-power.co.uk
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CLOSING DATE:	23rd March 2018
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