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| **Role title** | Hire Coordinator |
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| **Department** | Commercial |
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| **Business unit or function** | England and Wales Hire |
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| **Role reports to** | Area Hire Manager / Administration Manager |
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| **Roles managed** | N/A |
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| **Purpose of the role** | |
| To develop and promote the Company’s hire business, by providing business development, commercial and administrative support to the Hire & Visitor Centre and/or Hire & Service Centre, to achieve order levels at agreed margins. | |
| **Accountabilities of the role** | |
| * Carry out structured business development, local and national campaigns, including “cold calling” within the area designated, in order to achieve order targets. * Prepare quotations and drawings against customer requirements. * Following up of live quotations in order to advance through to order. * Respond to customer enquiries to generate orders. * To maximise added value for every opportunity through promoting the full range of Building Services * Complete customer care programme to ensure maximum satisfaction, continuity of business and maximise referral opportunities. * Effectively use internal systems (e.g. SAP, CRM) to ensure customer information is kept up to date and systems are aligned. * As directed liaise with Service Manager with regard to refurbishment, fitting out, deliveries, rectifications and terminations. * Expedition of monies owed, in line with company guidelines and procedures. | |
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**Competencies, Skills, Qualifications & Experience**

**Essential** attributes are the minimum requirement for a role holder. Without these attributes, the role could not be performed. **Desirable** attributes would enable the candidate to perform more effectively, but they are not critical to the role.

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| **Competency, Technical Skill or Knowledge** | **Essential** | **Desirable** |
| Build wide and effective network of contact inside and outside the organisation | X |  |
| Focuses on customer needs and satisfaction | X |  |
| Listen, consults others and communicates proactively | X |  |
| Accepts and tackles demanding goals with enthusiasm | X |  |
| Structures information to meet the needs and understanding of the intended audience |  | X |
| Adapts to changing circumstances |  | X |
| **Qualifications** | **Essential** | **Desirable** |
| Good level of Numeracy and Literacy | X |  |
| GCSE Maths and English at Grade 4 or above (or equivalent grade). |  | X |
| Full UK driving licence. |  | X |
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| **Previous Experience** | **Essential** | **Desirable** |
| Experience of carrying out business development activities (campaign calling and cold calling) | X |  |
| Strong administrative experience gained in a customer service environment | X |  |
| Solid understanding of various software packages  Including MS Excel and PowerPoint | X |  |
| Workable knowledge of SAP and CRM systems or similar |  | X |

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| **Organisation Chart** |
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