

Trainee Hire Desk Coordinator

Blaydon – Blyth – Durham – Middlesbrough –

South Shields



An exciting opportunity has arisen for a hardworking Trainee Hire Desk Coordinator to join a fantastic team. You will ensure that company objectives are achieved, plus day to day operations are carried out to the highest standard. You will be employed for a well established growing business who pride themselves of delivering quality and outstanding service at all times.

Company Benefits Include:

Competitive Basic Salary 	Company Pension Scheme 	Profit Share Bonus Scheme 
Uniform Provided 		20 Days Holiday + Statutory Days 
Bike to Work Scheme 	Career Progression Opportunities 	Medical Scheme 



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Roles & Responsibilities

As Trainee Hire Desk Coordinator you will assist in the day to day growth of the company, develop customer relationships and achieve targets set by the Operations Director. You will ensure that the customer service and is at the core of everything you do. Customer satisfaction is fundamental to our company values and our aim is always to exceed our clients expectations with our friendly and personalised service. As Trainee Hire Desk Coordinator you will need to be a team player and have effective customer service skills.

- The taking of orders and quotations. Following them through to completion. Ensuring that all opportunities are maximized for all depots and the company and profit margins are achieved.
- Developing and maintaining knowledge of the depot's equipment for Hire, including knowledge of accessories and consumables.
- Arranging delivery and collection of orders in accordance with the customer's requirements. Utilising our tracker
- Ensuring IT/ paperwork relating to on-hires, off-hires, sales and stock transfers are completed efficiently and in a timely fashion.
- Arranging delivery and collection of orders in accordance with the customer's requirements. Utilising our tracker system to ensure customer expectations are surpassed and fuel economy is maximized.

Experience / Skills Required

- Confident energetic personality who is smart and well presented
- A people person with outstanding face to face and telephone communication skills
- Must be customer focused
- Must have good organisation skills
- Ability to work closely with colleagues at all levels as part of a complete team
- Computer literate

Company Benefits

- Competitive salary, depending on experience
- Bonus scheme – based on 10% of the company profit (goes into a bonus pot which is then paid out twice a year)
- Pension Scheme (company contributes 4%, employee contributes 4%)
- Health Shield
- 20 days holiday plus statutory days
- Hours of work – Monday – Friday 08:00 – 4.30pm

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