

Job Title:	Hire Controller	Job Category:	Sales
Department/Group:	Sales	Job Code/ Req#:	
Location:	Horsham	Travel Required:	N/A
Benefit Level:	Level 1	Position Type:	Permanent
Salary Range:	£22-£24k + Sales Bonus	License Required:	N/A
HR Contact:	Michael Webb	Report To:	Depot Manager

#### Job Description

FTH Hire Group is one of the largest independent plant and tool hire companies in the South East of England. We currently have 7 depots (Farnborough, Guildford, Farnham, Reading, Basingstoke, Maidstone and Horsham) and as a result of our expansion plans, we are looking to take on additional high calibre team members.

We have a fantastic opportunity for a hire controller to work at our Horsham Depot. You will be responsible for working on the trade counter serving customers face to face as well as handling enquiries over the phone. You will be answering incoming calls from customers to make sales including upsell and cross sell answer inquiries and questions, handle complaints and provide product information as required.

A background in construction or plant and tool knowledge would be advantageous although not necessary as full training is provided.

#### Main Job Tasks and Responsibilities

To handle customer calls

To close sales whilst always looking to maximise the sale through upsell and cross sell

Follow up any customer quotes

Handle customer objections

Provide customers with product and service information and advice.

Manage and resolve customer complaints

To provide excellent customer service

#### Key Competencies

Excellent verbal and written communication skills

Strong listening skills

To be curious and have good questioning techniques

Problem analysis and problem solving

Resilience

Competitive in nature

Ability to close sales opportunities

Proactive 'can do' attitude

Call centre/customer service experience (preferable)

Confident

Ability to build strong rapport with customers

Team Player

Ability to capture key customer information to input quality order

**Benefits**

Loyalty bonus scheme

Sales bonus scheme

Pension - auto enrolment

28 days holiday (inclusive of Bank Holidays)

Perk Box

Birthday gift

Commission

Reviewed By:	Name	Date:	Date
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time