

## About us

Reflex Vehicle Hire are one of the UK's fastest growing, Top 1000 Companies to inspire Britain and Europe. With a fleet of over 5,700 vehicles and 85 plus employees operating from a 4-acre base at Loughborough, just a few minutes from the town centre and 15 minutes' walk from the train station.

Our Award-Winning Duty of Care package sets us apart from other commercial vehicle rental companies. We are the only rental business to hold the FTA Van Excellence Accreditation.

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## Job Description

- Checking in returned vehicles and defecting area's of concern for recharge and rental purposes.
- Notifying customers of recharges identified.
- Completing and sending recharge estimates to customers within the SLA.
- Categorising vehicles to a VOR status and placing colour cards inside the vehicle/ dashboard to allow yard operatives to organise the vehicle parking.
- Updating vehicle status on IT systems for internal visibility.
- Obtaining costs for parts and repairs with parts suppliers, bodyshop's and vehicle conversion companies.
- Organising vehicle repairs with bodyshop's or vehicle conversion companies.
- Cross checking bodyshop and vehicle conversion company repair estimates ensuring repair estimates include the areas identified for recharge prior to the charges being presented to the customer for authorisation.
- Checking all repairs are compliant with our quality and rental standards.
- Managing vehicle's off the road on a shared excel spreadsheet that measure days off road with KPI targets with a goal of maximising fleet utilisation.
- Daily Microsoft Teams calls with internal departments to discuss rental delivery schedules and vehicle's allocated in advance.
- Pro-actively raising concerns or defects found to allow departments to react and fulfil bookings or find alternative options to manage customer expectations.
- Communication within the team to solve problems and react to ensure a high standard of customer service is maintained within the SLA time schedules.

## Skills Required

- Excel and IT competent, levels of understanding and confidence in how these IT systems work to adapt to company procedures to enable efficient operations throughout.
- Ability to check vehicle's thoroughly and capture images of damage / recharges building the evidence to support the estimate.
- Rental & fleet experience and an awareness of BVRLA fair wear and tear guide.
- Ability to communicate to customers and explain the recharges identified to customers, fleet teams & managers.
- Work load prioritisation to ensure estimates and tasks are completed within the

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## Job Offering

Job Type: Full-time

Salary: £23,000.00-£25,000.00 per year

Benefits: Company pension, Free parking, Life insurance, On-site parking, Sick pay, Wellness programme

Schedule: Monday to Friday

Supplemental pay types: Yearly bonus