

## 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 - Field Service Controller

- Managing the daily diaries of 11 Mobile Technicians
- Monitoring driving hours within Company policy
- Responsible for managing timesheets including overtime
- Allocating work to Mobile Technicians
- Booking the hours for the Mobile Technicians ensuring they are not overbooked
- Schedule Mobile Technicians to optimise resolution to breakdowns
- Manage requirements from Mobile Technicians and customers
- Raising jobs on our internal system
- Keeping internal job tracker up to date
- Keeping customers up to date with attendance times and booking dates
- Organising and booking routine services
- Ordering parts as required for breakdown/routine services
- Respond to breakdowns and allocate the most cost effective Mobile Technician by identifying most cost effective solution whilst taking into account customers SLA's

## Experience

- Experience as a previous Service Controller or breakdown controller
- Previous knowledge of Commercial vehicle repairs
- Understanding hours booked for repairs
- An excellent communicator at all levels
- Team player with excellent work ethic
- Driven to succeed.
- Adaptable to change
- Good at problem solving & able to organise work load

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## Job Offering

Salary: £30,000 per annum

Location: Loughborough (office based)

Hours: Permanent, full time 8.30am to 5.30pm, Monday to Friday, 30 minutes lunch break

Holidays: 25 days + statutory

Reporting to: Operations Director