

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.

Job Description

- To assist the Logistics Manager plan and coordinate the organisations transport operations, ensuring the efficient running of delivery and collections.
- Ensure departure / arrival schedules are communicated to the client's pre-delivery or collection.
- Ensure all company processes and procedures are adhered to.
- Ensure all office administration is completed in an accurate and timely manner.
- Continuously communicate with customers, internal colleagues, and departments, ensuring any issues are dealt with promptly.
- Diarise day to day entries of deliveries, collections, and breakdowns, Arranging vehicle exchanges with customers.
- Ensure the process for non-compliance or failure/vehicle breakdown are recorded, followed, and dealt with to the SLA guidelines.
- Ensure the transport management system is continuously updated and all data is entered promptly and accurately.
- Providing exceptional customer service to build strong customer relationships.
- Liaise with different departments to ensure the vehicle is prepared and to the correct specification for hire.
- Assist in ensuring full compliance is met regarding driver's hours and road traffic regulations.
- Provide flexible cover to support the department, working additional compulsory hours as and when required.

Job Description Continued

Skills and experience required

- The ability to prioritize your workload efficiently and complete work to a high standard with strict deadlines.
- Good eye for attention to detail.
- Strong interpersonal and customer service skills
- Ability to work under pressure
- Good team player
- Excellent IT skills
- Excellent Communication skills—written and verbal
- A confident and flexible attitude
- Excellent administrative and organizational skills
- Previous experience in Logistics/ Vehicle rental advantageous not essential.

This job description indicates only the main duties and responsibilities of the post. It is not intended as an exhaustive list.

Job offering

Hours: 8.30am – 17.30pm

Job Type: Full-time

Salary: £21,000 to £25,000 (dependent on experience)