

Job Title: Maintenance Desk Manager



About Us

Reflex Vehicle Hire are one of the UK's fastest growing, Top 1000 Companies to inspire Britain and Europe. With a fleet size circa 5,000 vehicles and 148 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

We are looking for a Maintenance desk manager who will be responsible for our proactive, reactive maintenance teams and our specialist technical services team, who all provide first line maintenance support to our fleet and customers, customer satisfaction and communications skills will be vital in ensuring our first class service is upheld.

The successful candidate will become the reference point for colleagues and customers alike and will be a key stakeholder in providing first class service to our customers whilst leading the business forward with an efficient, cost effective maintenance strategy.

This role will be suited to an individual with automotive maintenance and managerial experience and a analytical skill set, who can lead and inspire the teams to deliver exceptional customer service, within a fast-paced everchanging environment, have good organisation skills and the drive to work hard within an incredibly varied role.

This is a fantastic opportunity for an individual who is looking for a career path into a Fleet Maintenance and Management.

Duties include but not limited to:

- Direct reports to this role – Reactive Maintenance Supervisor, Proactive Maintenance Manager & Technical services.
- Responsible for development and implementation of training and development of all reporting staff.
- Complete monthly 1 to 1's for Proactive Manager, Technical services team & Reactive supervisor.
- Ensure all reporting staff are carrying out their daily duties accurately and efficiently.
- Create and implement processes for the technical services team ensuring timely repair and cost controls.
- Identify and lead opportunities to improve customer satisfaction through effective communication, reactive, and preventative maintenance measures.
- Understanding of reoccurring maintenance issues with a view to identify the appropriate solution, whilst reporting these issues to the wider business.
- Ensuring adherence to company response standards, inline with our Service Level Agreement
- Establish new and provide existing progress reports and performance metrics to measure effectiveness and efficiency of the department.
- Ensure that all reporting staff adhere to company KPI's. If KPI's are not being met, understanding why and how to improve.

Experience

- Automotive maintenance experience.
- Ability to Coach, Mentor and develop staff to ensure first class customer service
- Leads and motivates staff through positive employee engagement and open communication

- 1Link Experience essential
 - Good analytical, cost control and numerical skills
 - Proficient in Microsoft / Excel applications
 - Maintains own level of competence
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Job Offering

Salary: £30,000- £35,000 per annum (dependent on experience)

Location: Loughborough

Hours: Permanent, full time 42.5 hours per week between 8.30am – 5.30pm

Holidays: 25 days + statutory

Reporting to: Head of Fleet Maintenance

Extra: Onsite parking
Company pension
Company Car
Life insurance
Sick pay
Wellness programme