

## **Job Title: Reactive Maintenance Controller**



### 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.

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### **Job Description**

We are looking for a Reactive maintenance controller to join our reactive maintenance team, who 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 first reference point for colleagues and customers alike in the instance of a vehicle failure, providing first class service to our customers to our customers in a time of real need.

This role will be suited to an individual with automotive maintenance and/or customer service experience and a problem solving skill set, who can deliver exceptional customer service, within a fast-paced everchanging environment, have good organisational 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 beyond.

#### **Duties include but not limited to:**

- Ensure all phone calls are answered in a timely manner. (Average 10 Seconds Wait).
- Re-Active Emails responded to and up to date by end of the day.
- Ensuring all breakdown calls are administered with appropriate actions applied efficiently.
- Use of the appropriate party to attend breakdowns ensuring fix first time.
- Escalation of any non-attendances to relevant line Supervisor.

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### **Experience**

- Automotive maintenance experience preferred but not essential
- Customer service experience preferred.
- Proficient in Microsoft / Excel applications.
- Maintains own level of competence.

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### **Job Offering**

Salary: £25,000 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: Reactive Maintenance Supervisor

#### **Extra:**

Onsite parking

Company pension

Life insurance

Sick pay

Wellness programme