

Maintenance Controller



About Us

Reflex Vehicle Hire is a rapidly expanding organisation, featured among the Top 1000 Companies to inspire Britain and Europe. With a fleet comprising approximately 5,500 vehicles and a dedicated team of over 150 employees, we operate from our spacious 4-acre Head Office in Loughborough. In addition, we have strategically located operating depots in Manchester and Glasgow, ensuring a comprehensive coverage of our services across key regions.

Reflex offers an exciting and rewarding career opportunity with a strong industry-leading reputation. The company fosters innovation and teamwork, encouraging employees to contribute to its success. Employee well-being is highly valued, with competitive compensation, comprehensive benefits, and skill development opportunities. Reflex is deeply committed to sustainability, inclusivity, and diversity, implementing eco-friendly practices, and investing in zero-emission vehicles. Join Reflex for a forward-thinking company that values employees and provides a supportive, inclusive work environment.

Job Description

The role includes but is not limited to:

- Ensure all phone calls are answered in a timely manner.
- 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.
- Booking our vehicles in for a MOT or service
- Monitoring of the fleet to make sure all vehicles are compliant with relevant legislation.
- Leasing with third party recovery providers and organising replacement transport.
- Escalation of any non-attendances to relevant line Supervisor.

Experience

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

Job Offering

Salary: £25,000 (dependent on experience)

Contract: Full Time

Hours: 42.5 per week 8:30am – 5:30pm

Holidays: 25 + Bank Holidays

Reporting to: Maintenance Desk Manager

Extra:

Onsite parking

Company pension

Life insurance

Sick Pay

Wellness programme

Company Bonus Scheme