

Damage Controller/Hire Administrator VMS Fleet Management Ltd



Location: Tamworth
Salary: £18,000 - £20,000 per annum
Job type: Full Time - Permanent
Company: VMS Fleet Management

The Company:-

VMS Fleet Management Ltd is a forward thinking Contract Hire, Fleet and Accident Management Company with offices through the UK. VMS provide a wide range of services to blue chip fleet operators and Insurance Companies that includes Accident Management, Contract Hire, Repair and Maintenance Services, Vehicle Hire, Refrigeration, Salvage and Fleet Disposal. An excellent opportunity has arisen for an experienced Hire Administrator to join our well-established and busy commercial vehicle repair team.

Role Summary:-

We are looking for a Credit Controller for Vehicle hire payments including damage vehicles to join our excellent team. In the recharge & Credit Control department you will be the first point of contact in the business for our suppliers and customers or drivers to contact in relation to hire invoices, supplier invoices, damage to vehicles, PCN/NIP, fuel recharges and excess mileage charges therefore we require you to have exceptional social skills and very strong customer service skills with experience speaking on the phone. You will be required to capture genuine recharge opportunities and ensure each recharge has been completed correctly and all documentation is requested from the supplier and sent to the customer within a set time frame. You are to ensure you follow company guidelines and using the correct processes and procedures while providing the customer with an excellent service. The ability to work in a busy, fast flowing environment and a good attention to detail is essential. Assisting the Hire Team when required at busy periods and reporting to Branch Manager/Ops Manager.

The key day-to-day responsibilities of this role are varied and include:

- Controlling the damage, PCN/NIP, fuel shortage and excess mileage processes for all fleet and external supplier fleet to VMS Vehicle Hire customers.
- Identify rechargeable opportunities from vehicles being off hired.
- You would be responsible for recovering unpaid money from businesses or individuals.
- Collecting customer payments within agreed payment terms and sending statements to customers in a timely manner.
- Ensuring suppliers are paid in accordance with terms and all documentation is received.
- Reconcile payments within the bank to customer/ supplier invoices
- Ensure a claim from a supplier is valid before recharging.
- Gather all available evidence and prepare a full recharge pack for the customer which includes: Rental Agreement, photographs and estimates and ensure you communicate effectively with the supplier and customer.
- Ensure claims are dealt with efficiently to keep LOU charges to a minimum.
- Invoice customers once they have agreed to the estimate.
- Resolve all queries within SLA timeframes.
- Ensure the best repair value of cost and quality levels are achieved for customers.

- Communicate effectively with the hire team to get vehicles repaired and back available on fleet quickly.
- Analysis Reporting required.

The tasks and responsibilities of the Hire Administrator may change to fit the requirements of the business' growth and development.

Key Skills Required:-

The ideal candidate will have:

- Good knowledge of motor vehicles.
- Good organization skills with the ability to multi task and prioritize deadlines.
- Excellent attention to detail.
- Excellent telephone manner.
- Good knowledge of MS Office. Excel Knowledge
- Good understanding of accountancy practices within credit Control environment.
- Understand accountancy software systems such as sage. Xero etc.
- Good computer skills.
- Must be able to work calm under pressure and be process driven
- Attention to detail

Personal Competencies:-

- Strong verbal and written communication skills
- Enthusiastic with a "can do" attitude
- A willingness to learn and grow within a commercial environment where customer service and client satisfaction is the primary focus
- Smart and professional in appearance
- Ability to work as part of a team
- Ability to meet deadlines in a fast-paced environment.
- Ability to switch from one task to another with ease and agility.
- Self-motivated and tenacious.
- A positive and professional attitude.
- Demonstrates honesty and integrity at all times.

Knowledge and experience desirable:-

- Accurate and effective administration
- Customer service experience is essential
- Experience of the daily rental sector
- Administrative experience within the fleet trade
- Good time management
- Should have passion to contribute to the development of Company processes and sales procedures

We appreciate all applicants and thank you for your interest in our company. We endeavour to respond to all applicants within two weeks of receipt of application. However, due to high volumes of applications, if you do not hear from us within two weeks please assume your application was unsuccessful.