

WE ARE HIRING

Hire Coordinator & Account Manager

Job Purposes:

You will be a key member of the team, based in our High Wycombe office. As part of your roles you will be responding to client requests for support on their projects with the provision of the hire of equipment including professional lighting, rigging, audio and video equipment for various industries.



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niclen.uk

Person Specification:

Duties and Responsibilities:

- Excellent communication skills (verbal & written)
- An ability to problem solve independently and to work under pressure / to deadlines
- Highly motivated, with a positive “can-do” attitude
- Adaptability and the ability to transfer knowledge with both our team and customers
- Ability to comply with the company's policies and codes of conduct
- Computer literate
- Willingness to travel and occasionally work unsocial hours
- Be a good team player demonstrating loyalty and commitment to the organisation and team members
- Full UK driving licence
- Polite and of a professional demeanour
- Organised and focused
- Multi-tasker
- Reliable
- Punctual and trustworthy
- Desirable: A technical knowledge of the products that NicLen owns and uses
- Desirable: Working understanding of the event production, dry-hire, theatre/ broadcast industries & experience of using a CRM soft-ware/inventory booking system

- To provide accurate, timely and competitive quotes to our clients, in line with internal company guidelines.
- To keep client data accurate and current, to include addresses/contacts etc.
- To accurately communicate with all clients, making sure that NicLen UK is professionally represented, this is key as this role will often be one of the first and most frequent contacts with our client's.
- To ensure that each hire customer is informed about NicLen's offering.
- To provide a monthly update to line management of monthly activities – This will include some figures, numbers of quotes, and some reflection.
- Actively seek business, ensuring that all parties receiving quotes are contacted for post quote/hire feedback in a personal and professional manner.
- Reach out to hire accounts, that haven't been in contact in the last 6 months.
- Keep a record of customer requirements that we can't fulfil.
- Effectively managing customer expectations.
- To stay up to date with the relevant technology and have a good understanding of the products you are working with.
- To build a sub-hire network for regularly hired equipment.
- To meet with the sales team to share your findings weekly.

We are open to considering applicants of all levels of experience.

Terms:

This is a permanent full-time post
Monday – Friday 8.30am-5.30pm (some flexibility).
The offer is subject to a probation period of 6 months.
Holiday entitlement is 22 days per annum plus bank holidays.

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