

Job title: Hire Manager
Location: Manchester
Accountable to: Head of Production
Working with: Hire Team, Warehouse, Logistics and Operations

Part of the team:

mclcreate are looking for a Hire Manager to join our friendly Manchester based team. The role will require you to oversee the daily running of the Hire department based in Manchester. It will be a varied job and need good communication and interpersonal skills. You will work closely with the Warehouse and Logistics teams on a daily basis but also have a large amount of interaction with various departments across both the branch and group.

An important aspect of the role will be developing and building relationships with both existing and new clients to ensure business retention levels are optimal. It will be vital to make and maintain regular contact with our clients to achieve this as well as assisting with the development of new business

Primary tasks and responsibilities (including but not limited to):

1. Processing orders
 - Creating clear, concise and well-presented quotations
 - Receiving orders via telephone, email or online
 - Entering orders onto our booking system
 - Checking availability of equipment
 - Cross hiring equipment when necessary, ensuring sufficient profit is realised
 - Ensuring correct order confirmation is received
 - Ensuring credit is available or prepayment is received prior to the release of the order
 - Producing invoices on return of orders
2. Supporting the hire team with any day to day queries or problems they require assistance with, ensuring the smooth running of the Hire operation.
3. New and ongoing sales
 - Advising clients on equipment requirements to fulfil their needs
 - Ensuring mclcreate remain competitive within the marketplace
 - Build and maintain customer relationships
 - Chase outstanding quotes
 - Identify new sales opportunities and pass details to Business Development team
 - Attend site visits and client meetings when required
4. Create and complete orders for smaller manned events that have a larger project management aspect to them versant with the equipment they are hiring and making sure all relevant paperwork is completed.

Secondary tasks and responsibilities (including but not limited to):

1. Producing H&S documents for larger events when not at regularly serviced venues
2. Providing written instructions for technicians, both in house and freelance staff when required
3. Book freelance crew
4. Book vehicles through the Logistics department
5. Answering office telephones

Skills and competencies:

- Exceptional attention to detail
- Good computer skills in all mainstream programs including Microsoft Word and Excel
- Well organised
- Ability to prioritise tasks
- A willingness to help others
- A desire to show initiative
- Good communicator

Training:

Training in all areas of the job will be provided where required (primarily training on our R2 hire software) but due to the unique nature of the live events business, the majority of learning will be on-the-job as specific tasks are requested.

Application:

The role offers a competitive salary and benefits package along with the opportunity to develop a long-term career within mclcreate.

Application should be made by emailing Darren.Coufts@mclcreate.com providing a covering letter and CV.

Suitable applicants will be contacted for interview.