

# Customer Service Representative



## About Us

At Reflex Vehicle Hire, we're not just any company - we've been named one of the Top 1000 Companies that inspire Britain and Europe!

We operate a fleet of approximately 4,300 vehicles and have a team of around 150 staff working together. Our Head Office is situated on a spacious 4-acre plot in Loughborough, serving as our central hub, along with two strategically placed operating depots in Manchester and Glasgow to ensure our services reach every corner of the map.

When it comes to careers, we're all about creating exciting opportunities for our people. We're big on innovation, collaboration and recognition. With competitive pay, excellent benefits, and plenty of chances to develop new skills, we're dedicated to investing in our employees' growth.

We're also passionate about sustainability, inclusivity, and diversity. From eco-conscious practices to supporting our customers on their electrification journey, we're always striving to make a positive difference. So, why not join us at Reflex?

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## Job Description:

- Administration of the rental journey
- Cleaning and preparing vehicles to company standards
- Undertaking physical and digital vehicle inspections
- Organising and processing vehicle movements throughout the UK
- Support driving staff where necessary
- Addressing customer queries over the phone, in person and via email.
- Updating customers with off hire information
- Processing damage recharges where necessary.

## Experience

- Excellent customer service and communication skills
- Hardworking and enjoy working in a fast-paced environment
- Be able to work in a team and independently.
- Hold a full UK driving licence with no more than 6 points

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## Job Offering

Salary: £25,552.80

Contract: Full Time , 42.5 hours per week, Monday to Friday

Hours: 7.30am to 4.30pm

Holidays: 25 + Bank Holidays

Reporting to: Operations Manager

Extras:

Company Pension

Life Insurance

Wellness Programme  
Company Bonus Scheme