

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

We are looking for a Maintenance controller to join our Maintenance team, who provide first line maintenance support to our fleet and customers, customer satisfaction and communications skills will be vital in ensuring our first class service is upheld.

The successful candidate will become the first reference point for colleagues and customers alike in the instance of a vehicle failure, service or MOT providing first class service to our customers in a time of real need.

This role will be suited to an individual with automotive maintenance and/or customer service experience and a problem solving skill set, who can deliver exceptional customer service, within a fast-paced everchanging environment, have good organisational skills and the drive to work hard within an incredibly varied role.

This is a fantastic opportunity for an individual who is looking for a career path into a Fleet Maintenance and beyond.

Duties include but 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.
- Processing MOT's for all Reflex vehicles and liaising with customers to ensure all vehicles are MOT compliant
- Arranging vehicle servicing in line with vehicle manufacturer service schedules
- Booking LOLER tests when required for vehicles fitted with lifting equipment
- Updating any service information into the company systems
- Proactively ensure that all vehicle fleet remains compliant
- Monitoring of the fleet to make sure all vehicles are compliant with relevant legislation.
- Liaising 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.
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Job Offering:

Salary: £25,282 per annum

Location: Loughborough

Hours: Permanent, full time 42.5 hours per - 8.30am – 5.30pm

Holidays: 25 days + statutory

Reporting to: Maintenance Desk Manager

Extra:

Onsite parking

Company pension

Life insurance

Sick pay

Wellness programme