



Central Power Services Ltd
Garstang Road
Claughton-on-Brock
Lancashire
PR3 0PH



0845 437 9750



central-power.co.uk



HIRE & SERVICE COORDINATOR

Location: Cannock

Reports to: Depot Manager

Employment Type: Full Time

COMPANY OVERVIEW

At Central Power Services, we specialise in generator hire, servicing, and sales across a broad range of industries. With a focus on reliability, safety, and exceptional service, we support our customers' power needs with high quality equipment and a committed team.

ROLE OVERVIEW

We are seeking a highly organised and customer focused Hire & Service Coordinator to join our busy operations team. This key role involves handling enquiries, processing orders, and coordinating both hire equipment and service works. You'll work closely with engineers and drivers to ensure jobs are delivered on time and to a high standard, while maintaining strong communication with both customers and internal teams. You will also form part of the out of hours on call team (organised on a rota basis) to provide support and solutions for customers 24/7.

Key Responsibilities

- **Enquiries & Orders**
 - o Handle incoming hire and service enquiries via phone and email.
 - o Process hire orders, service contract orders, and repair order into the system accurately.
 - o Work closely with the sales team to ensure all orders are correct and handover documentation is provided.
 - o Confirm job details with customers and provide clear communication on schedules and next steps.
- **Job Coordination**
 - o Work closely with the scheduler and planning team to ensure jobs provided are accurate and complete.
 - o Assist in identifying equipment to fulfil hire orders.
 - o Monitor job progress and update customers or the sales team as required.
 - o Support reactive/breakdown requests by prioritising urgent works and ensuring a fast response.
- **Team & Admin Support**
 - o Work closely with other coordinators, the sales team and service teams to prioritise daily tasks.
 - o Manage timesheets and job sheets for engineers and drivers, ensuring all jobs are completed in a timely manner.



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- o Own element(s) of the hire and service process as your own tasks, examples of some tasks are, fuel management, collection / delivery notes, transport compliance and planning, parts order requests, depot engineer schedules.
- o Process weekly work in progress report.
- o Update and maintain accurate records of all jobs in the system.
- o Provide cover for colleagues during periods of annual leave or sickness.
- o Be part of the company 'on call' team, taking out of hours phone calls on a rota, despatching engineers and drivers when required.
- **Communication & Customer Service**
 - o Deliver excellent customer service over the phone and in writing, even in high pressure or fast paced situations.
 - o Provide updates to customers during ongoing jobs or delays and follow up after work completion.
 - o Build strong working relationships across internal departments.

Skills & Experience

Essential:

- Previous experience in a works coordination, or administrative support role.
- Strong organisational skills with the ability to multitask and prioritise.
- Excellent communication skills – professional phone manner and clear email writing.
- Good working knowledge of Microsoft Office (especially Outlook and Excel).
- Confident working as part of a team in a busy environment.

Desirable:

- Experience in the plant hire, power generation, or engineering service industry.
- Familiarity with hire management or job tracking systems.
- Understanding of basic mechanical/service processes.

What We Offer

- Competitive salary based on experience.
- A supportive team culture with training and development opportunities.
- A varied, fast paced role in a growing and respected business.
- Standard hours and out of hours additional earnings / benefits.
- 25 days annual leave, plus bank holidays.
- Optional company pension scheme.
- Optional company healthcare scheme.