



DEFLEET SERVICE & REFURBISHMENT ADMINISTRATOR **(12 MONTH FIXED TERM CONTRACT)**

Are you ready for an exciting challenge in a thriving Defleet Department?

We are excited to announce a vacancy for a Defleet Service & Refurbishment Administrator to join our dynamic team at United Rental Group Limited, based at our Chesterfield Head Office.

In this vital administrative role, you will be responsible for managing service documents, handling service-related queries, managing refurbishment charges for our network and handling disputes, as well as supporting other key aspects of the defleet process. By ensuring accuracy and efficiency in these areas, you'll play a crucial part in the smooth transition of vehicles through their lifecycle, directly contributing to the success of our operations.

We are looking for a detail-oriented and motivated individual who thrives in a fast-paced environment, demonstrates exceptional organisational skills, and is eager to grow within our expanding company.

About United Rental Group

Celebrating almost 34 years, in business, United Rental Group is the proud owner and operator of United Rental System, leading a licensee network of over 600 independent vehicle hire companies and more than 750 rental locations across the UK. At URG, we foster a vibrant, fast-paced environment where energy, enthusiasm, and motivation thrive. You'll be joining a team of passionate individuals who truly love what they do. Our unique company culture is built on successful collaboration, where colleagues work together towards shared values and goals, ensuring high performance and a harmonious workplace.

Ready to make an impact?

As a **Defleet Service & Refurbishment Administrator**, you will be part of a dedicated team of 9 professionals, ensuring the smooth operation of the defleet process. This diverse role involves a wide range of responsibilities, including handling inspection and collection requests, logging service documents, raising settlement and disposal invoices, and more. You'll play a key role in ensuring the highest standards are met whilst maintaining excellent communication with both customers and colleagues.

Key Responsibilities

- Drive efficiency by managing refurbishment and contract hire recharges, including invoicing, claims processing, and dispute resolution.
- Ensure seamless operations by logging vehicle defleets, reviewing inspections, resolving documentation gaps, and maintaining accurate records.
- Champion compliance through precise management of penalty invoices and pre-registered vehicle notifications.
- Deliver proactive support, streamline defleet activities, and provide impactful fleet performance reporting.
- Cultivate strong relationships with customers and colleagues, ensuring exceptional communication and outstanding service delivery.



We're looking for someone who

- Has experience in **vehicle leasing/rental** or within a **dealer environment**
- Has worked with and has a good knowledge of **warranties** and **vehicle servicing**
- Is **dynamic, outgoing, and ambitious**
- Thrives in a disciplined, confident environment and can prioritise workload effectively
- Is proficient in **MS Office**, including **Outlook, Word, and Excel**
- Brings a **positive attitude** and strong **interpersonal skills**
- Is skilled in both **verbal** and **written communication**
- Can learn quickly and perform well under pressure
- Wants to work for one of Britain's best local operators within the country's largest vehicle rental network

What We Offer

- Highly competitive salary
- Private Medical Insurance with AXA PPP
- Flexible working: Option to work from home 2 days per month (after a successful probation period)
- Investment in your development: We prioritise your personal and professional growth, offering career progression opportunities within the company
- Work hard, play hard: We believe in celebrating success! Throughout the year, we host various events and celebrations to bring our colleagues together and recognise the achievements of being part of a successful and thriving business
- Free on-site parking to ensure your daily commute is stress-free
- Gym facilities on-site to help you stay active and healthy, promoting a well-rounded work-life balance
- Company Car Scheme (after 12 months service)

Working Hours

This role involves a 40-hour working week, Monday to Friday, typically between 8:00 am and 5:30 pm, with a one-hour lunch break. Occasional flexibility may be required.

How to Apply

To apply, please send your written expression of interest, along with your CV and salary expectations, to Kerry Apps at Kerry.Apps@URG.co.uk.

Closing Date: Friday 28th February 2025

