

Position	Private Hire Car Controller
Description	<p>The company is setting up a new service using standard cars. Take up of the new service is expected to be high and the job holder will play a pivotal role in ensuring the success of the service by ensuring that the service is punctual and efficient, and that drivers' earnings are maintained at a level that will retain and motivate them to provide a high quality service. The job is based in our Flightlink International Office at Canary Wharf.</p> <p>The controller will be responsible for directing work to a team of 9 vehicles initially. It is expected that this will expand to 20 in the near future. The post holder will be responsible for the allocation of bookings to drivers and the effective scheduling of the drivers' work. They will also handle related enquiries from drivers and customers. They will deal with delays and other problems and take prompt action to recover the service when problems arise. The maintenance of good driver relationships and effective motivation and discipline will also be essential. There is also a requirement to provide standard training to new recruits to the fleet.</p> <p>The job holder may be required to provide assistance to Flightlink International at busy periods of the day.</p> <p>The role is new and there will be modifications of the job to suit the requirements of the business as the service develops.</p>
Skills required	<p>Candidates should possess the following attributes;</p> <ul style="list-style-type: none"> ▪ A good working knowledge of London ▪ Experience managing a small plot of drivers and scheduling work in advance. ▪ Sense of initiative and the ability to lead drivers in the direction required for success in this new venture. ▪ Confident communication skills with the ability to communicate with a variety of different types of people in a variety of roles. ▪ Well organised with the ability to stay calm in a crisis and to deal with several tasks simultaneously in a busy environment. ▪ Strong sense of personal responsibility for the outcome of their work. ▪ Strong customer service skills which include good telephone skills, and experience with service recovery within tight deadlines. ▪ Numerate and literate with experience of accurate data entry and record keeping. ▪ Good levels of computer literacy.
Hours	Monday to Friday, 08:00 to 18:00 (the job holder will be required to opt out of the limits on working time)
Salary	Dependent on experience
Replies to:	With a CV and covering letter to Jacqui Reed at info@cityfleet.co.uk , or City Fleet Networks, 5 th Floor , Hygeia, 66-68 College Road, Harrow, HA1 1BE. Tel no 0207 908 0378
Replies by	12:00 noon Friday 19 th June 2009.

Positive about disability: The Company will guarantee to interview any disabled candidate who meets the minimum requirements. Where the minimum requirements are not specified in this job advert they may be obtained from HR.