



Job Description

Job Title:	Fleet Defect Controller
Company:	Network Plus Ltd
Location:	Salford
Salary:	Varies depending on experience
Hours:	Varies

About the Business:

Network Plus is a leading utility and infrastructure service provider. Every day, we safely maintain, construct and deliver essential services to millions of customers across the UK. Since starting the Company in 2000, Network Plus has grown considerably and now employ over 2000 people across the country.

Job Purpose

You will be part of an established Fleet team responsible for the daily management of the vehicle fleet for the company. You will take a lead in controlling the day to day servicing, Defects & Breakdowns of the Externally hired fleet.

Key Responsibilities

- Liaising with Maintenance / Vehicle suppliers to ensure quality of service and agreed response / repair times are met
- Provide technical support and guidance to existing fleet team personnel
- Handle vehicle service, Defect and breakdown requests following company procedures and guidelines, ensuring minimal disruption to internal customers/ contracts.
- Ensuring SLA's are achieved with minimum downtime.
- Investigate and respond to Internal customer/ External Supplier Queries
- Updating of fleet management systems
- Assisting in office duties, providing cover when needed for other aspects of the fleet department

Qualifications/Skills Required

- Excellent Customer Service Skills
- Mechanical Industry knowledge of light & heavy commercial vehicles - desirable



- Excellent planning, organisational and time management skills.
- Must recognize the importance of working as part of a team to deliver service and operational performance within a safe working environment.
- Experience of working in the motor trade / automotive industry in the capacity of Service advisor / controller would be ideal.
- Strong IT skills, Microsoft Word, Excel, and PowerPoint would be an advantage.



At Network Plus, we are always looking for people who can help us deliver exceptional service to our clients and customers. We carry out a wide range of activities in a variety of sectors, so careers with us offer plenty of opportunity for progression.

We believe in long term investment in our employees, including training, development programmes and continuing professional development (CPD). We are committed to recruiting from every community regardless of gender, age, race, disability, sexual orientation or social background.

We are Armed Forces-friendly. We welcome applications from ex-Armed Forces personnel, reservists, armed forces veterans, cadet instructors and military spouses/partners.