



RVJD-008 Equipment Rental Counter Associate

Job title	<i>Equipment Rental Counter Associate</i>
Reports to	<i>Senior Rental Specialist and/or Director of Operations</i>

Job purpose

'Customer Service is not a department...it's an attitude.'

Rental Village has established a reputation for great customer service, clean and reliable tools and equipment and special event items. We have become a leader in the rental industry in our region! Our commitment to superior customer service is second to none!

Our Equipment Rental Counter Associates are largely responsible for maintaining that reputation.

Duties and responsibilities

CUSTOMER SERVICE

1. Greet and serve customers when they enter the store in a manner that exemplifies a friendly, 'ready to serve' attitude
2. Answer customer inquiries with intent to fulfill our purpose, which is **'help our customers solve their problem by providing the right equipment, service or advice'**.
3. Make every attempt to answer the telephone by the 2nd or 3rd ring and answer with a smile! (It can be heard)
4. Have efficient understanding of computer software and its use including (but not limited to):
 - locate and accurately quote rental rates.
 - accurately complete quotations, reservations, contracts and invoices.
 - Close out contracts and produce invoices.
 - Schedule delivery and pick-up of equipment using Google Calendar & Maps.
5. Instruct customers on safe equipment operation and assist them with loading & unloading when required

INVENTORY

1. Know inventory purpose and operating capabilities
2. Assist with inventory receiving, transferring and stocking as required.
3. Re-stock merchandise shelves (rental and sale items) to maintain an attractive, organized facility
4. Arrange seasonal showroom displays as required.
5. Maintain accurate stock transfers between branch locations

MAINTENANCE

1. Maintain daily contract / reservation file
2. Service equipment to maintain constant 'Ready for Rent' status
3. Create work orders for damaged/inoperable equipment.
4. Participate with your team to maintain a clean facility including (but not limited to):
 - counter & floor behind counter
 - floor, displays and merchandise in showroom

- washroom facility
- Trash removal

OTHER

1. Assist other team-members when required – especially during loop times to expedite their return to their location.
2. Attend team meetings (approximately 2 hours after business closing) as required
3. Bring your enthusiastic, positive attitude to work with an expectation of have a great day!

Qualifications

- Must have a high school diploma or equivalent.
- Some mechanical ability or aptitude is an asset.
- Tool knowledge and computer competency is an asset.
- Ability to multi-task.
- Must be able to provide, understand and complete instructions furnished in written, oral or scheduled form.
- Maintain a cooperative working relationship with co-workers.
- Must be able to lift/carry 75lbs/ 35kg min.

Working Conditions

Most work will be indoors in our showroom and/or shop.

Position requires being on your feet all day, therefore a certain degree of stamina is required.

This job requires constant interaction with co-workers & customers therefore a positive attitude is important.

Must be able to work with the pressures of time constraints.
