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| Job title | <i>Inside Shop Personnel</i> |
| Reports to | <i>Senior Equipment Rental Counter Associate / CSR Service Department</i> |

Job purpose

Our extensive inventory has allowed Rental Village to grow and become a leader in the tool and equipment rentals in our region! Our commitment to superior customer service is second to none! Rental Village has established a reputation for clean, reliable products and we work hard to maintain that.

Much of the responsibility of maintaining our equipment in peak running order is due to the diligence required of our inside shop personnel.

Duties and responsibilities

CUSTOMER SERVICE

1. Greet customers in a friendly, helpful manner. You are the ‘first point of contact’ as he/she leaves the showroom.
2. Find equipment for customers when they are picking up, and receive equipment when they are returning.
3. Assist customers with loading/unloading equipment. **Do not assist in securing load.**
4. Show customers correct, safe operation of the equipment they are renting. **Always test start** equipment if applicable.

EQUIPMENT MANAGEMENT

1. Clean returned equipment promptly. When cleaning equipment, look for loose or missing fasteners, parts, etc.
2. Check and re-fill equipment fluid levels.
3. Lubricate all moving parts properly with grease/oil.
4. Test start equipment and return to ‘Ready for Rent’ status
5. Spot equipment malfunctions and communicate with Service Controller or mechanic.
6. Clean company vehicles.
7. Document ‘hours-in’ and ‘fuel-used’ on contract/pickup tickets upon return to yard.
8. Assist with maintaining special event rental items (clean chairs, repair tables, clean tents, BBQ’s etc.) in preparation for rental if required.

FACILITY MAINTENANCE

1. Maintain a clean facility including (but not limited to) washrooms, work shop / warehouse, yard / driveway.
2. Keep each area under your watch organized and safe
3. Trash removal
4. Mow grass, trim shrubbery where/as required.
5. Shovel snow from entrance way and access to fuel tanks etc. as required.

TEAMWORK

1. Assist delivery person whenever possible to expedite their 'turn-around' times in our yard.
2. Assist coworkers with loading/unloading on loop etc.
3. Assist with stock receiving when necessary
4. Assist other team-members when required
5. Deliver and pickup equipment using company vehicles in a manner that exemplifies our high standards.
 - Request Inventory Transfer Sheets when transferring stock between stores.

OTHER

1. Attend team meetings (approximately 2 hours after business closing) as required.
2. Think *SAFETY* in all aspects of your day.
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.
- 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.
- Position requires extended periods on your feet.

Working Conditions

Most work will be indoors in our warehouse/shop. There will be times when work outdoors is required. Policies are in place to deal with extreme temperature – make yourself aware of them. This job requires constant interaction with co-workers & customers. Must be able to work with the pressures of time constraints.

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