



RVJD-026 Special Events Support Staff

Job title	<i>Special Events Support Staff</i>
Reports to	<i>Special Events Coordinator</i>

JOB PURPOSE

‘Customer Service is not a department...it’s an attitude.’

Our extensive inventory of tents & special event rental equipment has allowed Rental Village Special Events to grow and become a leader in the Tent & Special Events industry in our region! Our commitment to superior customer service is second to none! Rental Village provides everything from party tents, canopies, tables, chairs, linens, dishware, glassware, flatware, dance floors, staging, AV equipment, sound systems, & concession equipment and much more.

Rental Village Special Events has a reputation for clean, quality items. We require a person who will take pride in their work and strive to maintain that reputation in a tough & competitive industry. He or she will support our Special Events Coordinator. A strong back is required as there is some heavy lifting that should be anticipated.

DUTIES AND RESPONSIBILITIES

- This position will provide warehouse support for Special Events. Duties may include all or some of the duties listed below.
- Assist with cleaning & maintaining **all** Special Events equipment.
- Maintain communication with Special Events Support Lead regarding inventory requirements and any broken or faulty equipment.

Warehouse:

- Count, sort and inspect all returned Special Event equipment.
- Ensure all returned items are cleaned and stored properly.

Dishware/Glasses/Cutlery etc.:

- Count & sort all returned party equipment.
- Clean, dry & sort dishes/cutlery/glassware in assigned storage areas, keep accurate records & report damaged, lost or missing items to Special Events Support Lead.
- Ensure items are wrapped & packed in their respective containers.

- Check items brought in for re-rental against P.O. for accuracy and upon return by customer. Sort & package for return to re-rental providers.
- Pull & label orders on reservations for delivery & pick up at least one day ahead of event date.
- Maintain a clean wash area including (but not limited to): clean sink & backsplash area, keep supplies in neat fashion & inform Special Events Support Lead when supplies are low, maintain kitchen work areas, equipment, & utensils in a clean, orderly condition, sort & remove trash, sweep & mop floors in kitchen work area, assist other team members when required.

Linens:

- Count, sort and inspect all returned linens.
- Clean and press linens as specified by manufacturer and company policy.
- Ensure items are wrapped & packed as per company policy.
- Uphold the quality control standards of the company.
- Restock cleaned and packaged linens in designated areas.
- Check linens brought in for re-rental against P.O. for accuracy and upon return by customer. Sort & bag for return to re-rental providers.
- Pull & label orders on reservations for delivery & pick up at least one day ahead of event date.
- Maintain a clean wash area including (but not limited to): all linen washing and sorting area. Keep supplies in neat fashion & inform Special Events Support Lead when supplies are low, sort & remove trash, sweep & mop floors as required, assist other team members when required.

Miscellaneous:

- Check items brought in for re-rental against P.O. for accuracy and upon return by customer. Sort & package for return to re-rental providers.
- Pull & label orders on reservations for delivery & pick up at least one day ahead of event date.
- Maintain a clean work area including (but not limited to): Dishwashing area, warehouse and linen storage area.
- Keep supplies in neat fashion & inform Special Events Support Lead when supplies are low.

- Sort & remove trash, sweep & mop floors in kitchen work area and warehouse. Assist other team members when required.
- Assist tent crews in maintaining tents/deep clean when required.

OTHER

1. Attend regular team meetings (approximately 2 hours after business closing) when 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.
- Attention to detail is essential.
- Must be able to lift approximately 50 lbs. / 25kg.
- Must maintain a professional personal appearance.
- Computer knowledge is an asset. Training on rental software will be provided if required.
- Must be able to provide, understand and complete instructions furnished in written, oral or scheduled form.
- Maintain a cooperative working relationship with co-workers.

WORKING CONDITIONS

Most work will be primarily indoors in our warehouse.

Repetitive bending, reaching, lifting and moving items.

This job requires constant interaction with co-workers, customers and vendors.

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

May occasionally require in excess of 8 hrs. /day during the busy summer season.