

Rental Coordinator
Pay Range: \$17-19/Hr

Employee is responsible for ensuring every customer's rental or sales needs are met with friendliness, knowledge and timeliness

Job requirements include but are not limited to opening and closing the store, providing excellent customer service, overseeing the process of renting equipment, creating and executing contracts, managing the equipment showroom (including pricing and cleanliness), completing daily receipt reconciliation, basic book keeping tasks in QuickBooks and developing and executing social media marketing posts. The successful candidate must possess excellent organizational and customer service skills, and be able to handle multiple tasks with accuracy and efficiency. In addition, the successful candidate should be familiar with general business requirements.

Must be customer service oriented and be confident and able to communicate well. The following tasks are required

- Opening and closing store
- Provide fast and friendly service to every customer making them a priority over work.
- Assist customers in determining what equipment is best for their job.
- Communicate clearly with the yard staff in addressing customer needs.
- Accurately complete each sales or rental transaction.
- Answering phones, transferring calls to different departments, taking phone messages for departments, and checking Email
- Making customer reservations and inputting customer information into system Alert, (rental system)
- Converting customer reservations into contracts
- Processing payments
- Scheduling deliveries and pick-ups for equipment rentals
- Helping customers that come into the show room
- Generating internal work orders by entering into Alert and closing when they are completed
- Updating maintenance record books, adding parts and inputting information and making sure that they are up to date
- Maintaining and updating equipment checkout sheets updating if there is new information that needs to be added or taken off and uploading them to Alert
- Keep track of equipment location.
- Check for overdue rentals.
- Inputting new equipment into Alert
- Updating rental prices in Alert
- Making and updating equipment price tags and updating price book
- Working with marketing team on newsletter and website

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- Handling customer responsibility forms for customers when equipment is returned broken
- Finding specifications on units to enter into Alert
- Closing store: counting cash drawer, printing reports and making sure cash amount balances, copy checks, emailing AR invoices, filing AR payment check stubs that come in
- Cleaning showroom: dusting and wiping down equipment
- Perform special projects or duties as requested

Profile:

- Support and model the Core Values of All Seasons Rental.
- Exceptional character.
- Ability to communicate effectively with customers, owners, staff, and vendors.
- Excellent organizational and time management skills.
- Ability to handle multiple projects and stress.
- Critical thinking and problem solving skills.
- Strong attention to detail.
- Proven team player with exceptional interpersonal skills.
- Willingness to take initiative.
- High adaptability to a fast-paced and dynamic work environment.
- Exceptional customer service and sales skills.
- Proficient knowledge of equipment.

Experience/Requirements:

- Computer literacy.
- Thorough knowledge of tools and equipment.
- Experience or education in equipment rental preferred.
- Must pass company drug screening.
- Must have a valid driver's license
- Spanish Speaking a plus

This is a full-time (40 hours per week), non-exempt position