

REPORTS TO: Rental Counter Supervisor

GENERAL RESPONSIBILITIES:

1. To make deliveries and pick-ups of equipment rented, sold, or to be serviced to customers, as instructed by the dispatcher.
2. To represent the Company in a professional and courteous manner.
3. To be alert to any rental, sale, or service opportunities that may surface during his customer contacts.
4. To be trained as a Rental Service Technician which will provide the knowledge necessary to perform the following responsibilities; to instruct customers in the use of the equipment being delivered, to answer customer questions about equipment, and to load and unload equipment properly. These duties are to be performed when all driving duties are completed each day.
5. Ensure that the vehicles are properly checked over. Alert Dispatcher of any service issues and/or missing items: straps, ball mounts, safety triangles, fire extinguishers, etc.

SPECIFIC DUTIES:

1. First duty is to the Customer – you must deliver exactly what was ordered, in good working order, clean, and at the agreed upon time.
 - a. Follow all specific instructions. Double check everything.
 - b. Be very careful of Customer's property. Avoid damage to lawns, shrubs, walls, carpets, etc.
 - c. Don't forget we are liable for any damage.
2. You are the Company representative. Often, the only representative the Customers sees, so you must present a professional image.
 - a. Be clean and presentable. Wear a clean uniform. If you have been issued one, or make sure that your shirt, pants, shoes, etc are neat and clean. Also your hands must be well washed and your hair combed and neat. If in doubt, check with the Rental Counter Supervisor.
 - b. With all people, and especially with Customers, be friendly and polite, and project a positive, helpful attitude.

3. Make sure that the Truck is ready to go.
 - a. Perform daily inspection of the vehicle before the first trip of each day. Complete the vehicle inspection log daily. Turn it in to the Rental Counter Supervisor daily.
 - b. Keep pads and ropes stored neatly in truck.
 - c. Keep truck washed and clean inside and out.
 - d. When delivering or picking up orders, make sure you take along any special tools needed, such as pigtailed, binders, chains, trailer balls, wrenches, come a longs, etc.
 - e. Make sure load is safe and well secured.

4. Call customer before delivery to:
 - a. Confirm the window of time for the delivery or pick-up.
 - b. Confirm that there will be someone there to receive the delivery and take care of payment if necessary.
 - c. While the Customer is on the phone ask if there is anything else you can help him with or if there is anything else he needs.

5. Check in with the dispatcher before leaving for each run. Go over the deliveries and pick-ups that will be done on the current run. Address and discuss any questions either of you have.

6. Drive cautiously and politely. Unsafe driving can result in accidents, lawsuits, a tarnished Company image, and possible loss of your job. The Company will not pay for your traffic tickets.

7. Collect rental deposits upon delivery, unless otherwise instructed. Do this politely. Get all required initials on the contract and have the customer sign the rental contract at the bottom. Give the customer the pink copy of the contract. Complete a Customer Satisfaction card for each piece of equipment delivered. Bring all cards back to the store and turn them in attached to the appropriate rental contract. Ask the customer for any special instructions we will need when we return to pick up the equipment.

8. When picking up make sure all equipment is accounted for and is in good condition. Check all items. Open beds to inspect mattresses, etc. If you notice any damage or if there is a problem call the dispatcher for instructions. Fill in the pick-up order and have Customer sign if available, the driver will also sign the pick-up order so we have record of which driver did the pick-up.

9. On return to the store, report to the Dispatcher, and hand in any contracts, deposits, etc. Discuss any problems or special instructions received during the delivery. If the Dispatcher has no additional deliveries or pick-ups, unload the truck and store all equipment in its proper place, when finished report to the Rental Counter Supervisor.

Due to the varied functions the Driver performs, he receives direction from the dispatcher, the Rental Counter Supervisor and the Rental Service Foreman.

To clarify any possible confusion, following are the guidelines for the division of duties and responsibilities of the Driver, the Dispatcher, the Rental Counter Supervisor and the Rental Service Foreman.

DIVISION OF RESPONSIBILITIES:

THE DRIVER IS RESPONSIBLE FOR THE FOLLOWING:

1. The role of the Driver is a Store Support function. This means he represents the store and the company as a whole. He is doing deliveries and pick-up's for all departments, although mainly the rental department.
2. The Driver reports to and answers to the Rental Counter Supervisor.
3. The Driver takes direction from the Dispatcher.
4. In the driver's spare time, he is to be trained in the Rental Service Technician's duties and functions. This is to aid him with customer problems, be familiar with the equipment, and be aware of safe equipment loading procedures. Once trained, the driver will perform these duties when all driving duties are completed.
5. On trips to or from another store; after preparing your load double check with the dispatcher to see if there is anything else to take. Then check with the inventory transfer department – they will let the other store know there is a run coming to their store and ask if they need anything. Do the same when departing the other store. Call your dispatcher as you prepare to leave.
6. Upon return to home base, and when delivery duties are complete, report to the Rental Counter Supervisor for further assignments. At this point if all deliveries and pick-ups are completed the driver will be directed to the Rental Service Foreman.

THE DISPATCHER IS RESPONSIBLE FOR THE FOLLOWING:

1. Schedule and routing of deliveries and pick-ups.
2. Assign another counter salesman to act as Dispatcher in his absence.
3. Prepare a tentative schedule each day before closing, in writing, for the next day. Give copies to the Driver and the Rental Counter Supervisor.
4. Prepare clear and detailed instructions, in writing, for any special requests by the customer, or any expected problems in locating the delivery location, or in dealing with the customer. These instructions should be entered into the system as comments so there is no confusion at any point during the rental. They will then print on the reservation and then the contract when it is activated.
5. Spend time with the driver and coach him on each delivery, and reasons for the routing.
6. Keep in touch with the Rental Counter Supervisor and discuss with him any required changes in the Drivers work schedule, well in advance of the date required.
7. Prepare and schedule trips to Customers with "Overdue" rental equipment, and coach and instruct the driver in detail how to handle each case.
8. Coordinate with other departments so driver can be routed to handle parts deliveries, whole good deliveries, "overdue" trips, pick-up and delivery of equipment the shop is working on, etc. in addition to regular rental deliveries and pick-ups.
9. When dealing with disciplinary issues, quarterly performance reviews and annual performance reviews for the driver(s) be a source of insight and information for the Rental Counter Supervisor.

THE RENTAL COUNTER SUPERVISOR IS RESPONSIBLE FOR THE FOLLOWING:

1. The Rental Counter Supervisor is responsible for all supervision of the Driver.
2. The Rental Counter Supervisor will select the driver for various scheduled deliveries. He will also select a back up or alternate driver.
3. Assign another person to supervise the Driver when the Rental Counter Supervisor is not there
4. Prepare the Driver's work schedule, including days off, vacations, etc.
5. Handle disciplinary issues, quarterly performance reviews and annual performance reviews, using input from the Dispatcher and the Rental Service Foreman.
6. Train the driver in the delivery functions, including information about the equipment, customer service, loading and unloading, driving, paperwork requirements, collection of credit cards, checks and cash, etc.

THE RENTAL SERVICE SUPERVISOR IS RESPONSIBLE FOR THE FOLLOWING:

1. Training on equipment service and equipment functions.
2. Provide direction and work assignments for drivers when the delivery and pick up portion of their job is completed and they are sent to the Rental Service department.
3. Be flexible once a driver reports to the Rental Service department as they may often be pulled to deliver or pick-up equipment from a customer.
4. When the driver(s) are working in the Rental Service department the Rental Service Foreman will expect the same high level of customer service and work ethic from the driver(s) that he expects from the rest of his staff.
5. When dealing with disciplinary issues, quarterly performance reviews and annual performance reviews for the driver(s) be a source of insight and information for the Rental Counter Supervisor.

DELIVERY DRIVER:

SIGNATURE:

RENTAL COUNTER SUPERVISOR:

SIGNATURE:

RENTAL FOREMAN:

SIGNATURE:

STORE MANAGER:

SIGNATURE:

DATE:
