

REPORTS TO: Rental Counter Supervisor

GENERAL RESPONSIBILITIES:

Responsible for providing excellent customer service to all customers, while promoting and soliciting equipment and party rentals, as well as, the sale of whole goods, both new and used, and accessories. Provide customers with accurate and complete information on all rental items, new and used equipment, and accessories carried by the Company. Required to quickly and accurately perform all counter and computer procedures required for rental quotes, reservations, contracts, and for sales quotes, shippers, and sales invoices.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Greet every customer quickly and in a friendly manner. Answer the telephone by the third ring, using proper telephone procedure and etiquette, with "a smile in your voice".
- Listen to and engage every customer in order to obtain sufficient information to correctly determine or confirm his needs.
- Fulfill those needs promptly and correctly, in line with company policies and procedures.
- Ensure that every customer interaction you have is converted into a rental reservation, a rental contract, or a sale.
- Maintain good customer relations, and report problems that could adversely affect those relationships to the Rental Counter Supervisor.
- Thorough knowledge of all the equipment that we handle, including application, operational and safety features, benefits, accessories, and how it compares to the competition.
- Required to quickly and accurately perform all counter and computer procedures required to originate a rental quote, reservation or contract, complete sales of equipment & parts, write quotes and shipping orders.
- Required to follow the policies and procedures in the 'Salesman Empowerment Guidelines' which include submitting, in writing, the reasons for any deviations from our pricing.
- Know and follow credit card and check authorization policies and procedures. Know the warning signs that could indicate bad checks, poor credit and business risks.
- Assist and train teammates as requested, or as needed.

- Be aware of all advertised specials and promotions, as well as new products, for both rental and sale.
- Monitor lost rentals and sales and create an ICEPAQ indicating the item, cause and amount of loss.
- Create ICEPAQ's for any situation in which a customer is inconvenienced in any way or that could be detrimental to the success of the Company. Submit them to the Rental Counter Supervisor.
- Assist with keeping the showroom, equipment, displays, counters, and signs clean, well stocked, orderly and attractive. Make sure price tags are in place, updated and accurate. Keep your personal area neat, clean, and organized.
- Required to attend all department meetings, as well as Store and Company meetings, to continue and ensure your ongoing training and growth in the department and the Company. In addition, all employees are encouraged to attend training meetings in other departments to increase their knowledge and understanding of other areas of the business.
- Keep the Rental Counter Supervisor informed of policies or procedures that are unsafe, improper or wasteful. Also report any errors or contradictions in policies, pricing, computer information, inventories, etc.
- Perform all duties utilizing time to best advantage. Ask the Rental Counter Supervisor, or any Supervisor or Manager for additional duties as time allows.
- Perform any other duties required or requested for the good of the team and/or the good of the Company.

MINIMUM QUALIFICATIONS:

- Previous customer service experience preferred
- Working experience and completed training as a Rental Service Technician
- Good mechanical aptitude
- Better than average math skills
- Excellent personal appearance and hygiene
- Personality conducive to good customer relations

▪ **COMPETENCIES REQUIRED:**

- Skills:
 - Communication skills, both written and verbal
 - Excellent customer service skills
 - Phone etiquette
 - Computer and typing skills
 - Good memory and follow-up skills to fulfill promises made to customers
 - Selling skills
 - Organizational skills

- Knowledge:
 - Working knowledge of a wide range of equipment and its' application
 - Working knowledge of A to Z's business computer system
 - Some knowledge of basic email, word document and spreadsheet computer programs

- Traits:
 - Outgoing, consistent, upbeat attitude
 - Common sense
 - Intelligence
 - Team player
 - High level of maturity
 - Ability to deal with people
 - Thorough, great attention to detail

WORKING CONDITIONS:

The environment of the position is busy and continually changing. Requires nearly constant standing or walking along with continuous contact and communication with customers both in person and by phone. Position requires the ability to maintain a high level of energy, optimism and dedication.

RENTAL COUNTER SALESPERSON: _____

SIGNATURE: _____

RENTAL COUNTER SUPERVISOR: _____

SIGNATURE: _____

DATE: _____