

Rental Coordinator

1. Responsibilities

- a. **Answer the Phone:** The majority of our rental quotes, reservations and orders are conducted over the phone. The Rental Coordinator will be expected to greet customers, provide information about our equipment, give rental rate quotes, schedule reservations and rentals, take complaints, and cancel rentals.
- b. **Provide Customer Service** for walk-in customers and customer-pickups/returns
 - i. When customers walk in instead of calling in, he or she will perform the same tasks listed above.
 - ii. The Rental Coordinator will provide service for the customer who picks up or drops off equipment. This includes inspecting equipment going out or coming in, giving operating instructions, assisting customers in loading and unloading, listening to complaints about the equipment, and finding ways to satisfy customers.
- c. **Operate the Rental Software**
 - i. We use rental software to manage our rental orders from quote to reservation to open order and finally to closed order and invoice. The Rental Coordinator will be expected to operate this system well.
- d. **Dispatching**
 - i. We deliver and pick up a substantial amount of our rentals. The Rental Coordinator will be expected to dispatch our deliveries and pickups efficiently and on time.
- e. **Cleaning the Office:** We expect each employee to maintain organization and cleanliness in their area of work. For the Rental Coordinator this means that he or she will be expected to clean the office area and bathroom regularly.

2. Skills

- a. **Relating to People:** The Rental Coordinator is the face or voice of the company to the customer. He or she must be welcoming, helpful, communicative, clear and, at times, firm.
- b. **Organization:** The Rental Coordinator is the 'nerve-center' of the rental store. He or she is responsible to know and to organize the tasks for each day. Organizational skill is also necessary because the schedule often changes due to weather, customers or equipment break-downs.
- c. **Computer Literacy:** The Rental Coordinator will use rental software to manage our rental and service operations. He or she must be very comfortable learning and using computer and smart-phone technologies.
- d. **Responsibility:** The Rental Coordinator must be a person who will make sure things get done right.
- e. **Honesty:** Trustworthy with customers and equipment.

- f. **Initiative:** Recognizing what needs to be done and doing it. Rental transactions can prove complicated. The rental coordinator sometimes needs to be creative in applying our company policies to situations in order to both serve the customer and King Equipment Rentals
 - g. **Problem Solver:** Creative in finding solutions.
 - h. **Coachable:** Will follow instruction and is willing to receive correction.
3. Time and Compensation
- a. 45 Hours Per Week, some Saturday work possible. RC may need to start 15 min before everyone else in order to have everyone ready to start the tasks of the day.
 - b. Compensation and Benefits
 - i. Hourly Wage TBD
 - ii. PTO: One Week (five days) per year, after 6 months (+1 day each year)
 - iii. 7 Paid Holidays