



## Customer Service

### *Job Description*

Answers phones and process phone orders

Transfer calls when necessary or take messages

Rents equipment

Make reservations

Provide quotes

Prepare contracts, quotes and reservations.

Explain rental fees and provide information about rental items, such as operation or description. Also explains damage waiver.

Collect deposit or payment via, cash, credit card or apply charge to account for account customers.

Recommend rental equipment to customers that best fits their needs.

Process web quotes and reservations

Maintain and call overdue list daily and advise manager of overdue contracts

Close contracts and verify rental items are complete upon return, including recording mileage, hours and fuel

Provide shop technician with equipment maintenance, repair tickets if problems reported by customers.

Assist customer with loading and unloading of equipment when necessary. May also need to demonstrate safety features and operational features of the equipment.

Accept delivery and in-store returns and place in appropriate area for inspection.

Maintain front counter and showroom area, which can include the following;

- Vacuum
- Sweep
- Mop floors
- Dust
- Windows
- Trash removal
- Customer restroom

Fill in for other positions, as necessary, for smooth operation of the business

Adhere to company policies, procedures, rules and regulations in written or verbal form

Report safety violations to supervisor

Perform other duties as requested

***Nature of the work:***

Must be able to service customers in a polite, friendly and professional manner whether in person or on the telephone. Must assist them with reservations, quotes, contracts, questions, register transactions and order adjustments. Must be able to process cash, and credit card payments, as well as make change and credits.

***Working conditions:***

May need to stand for long periods of time. Most work will be indoors with limited exposure to outside elements. The job requires constant interaction with the public. May have exposure to chemicals, including but not limited to gasoline, diesel fuel, propane, kerosene and cleaning solvents.

***Education, skills & requirements:***

- Must maintain a professional personal appearance
- Must possess sales and customer service relation skills
- Must be able to use mathematics to solve problems
- Computer knowledge is preferred. Training on rental software will be provided.
- Must be able to speak English clearly and write legibly.
- Must be able to lift approximately 75 lbs.
- Must pass company drug screen
- Must maintain an acceptable attendance record
- Must be punctual
- Must be able to provide, understand and complete instructions furnished in written, oral or scheduled form.
- Maintain a cooperative working relationship with co-workers
- Must be able to maintain a high degree of patience and positive attitude

***Reports to:*** Store Manager and Owner

Delano Rental is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally recognized basis including, but not limited to: veteran status, race, color, religion, sex, marital status, national origin, physical or mental disability and/or age.