



Shop Technician

Job Description

Clean and place equipment, party and other rental items back into proper inventory areas upon return

Load and unload Delano Rental trucks

Deliver party items such as, tables and chairs

Assist in setting up tents

Prep and check equipment, prior to loading

Check with customer service and reservation calendar daily for upcoming reservations. Prepare the items prior to customer arrival

Greet and assist customers with loading and unloading of rental equipment. Be sure customer understands proper usage and safety features of rented equipment

Keep warehouse, lots and shop areas clean and organized

Clean rental equipment and party items upon return from rentals

After cleaning, thoroughly check operation of equipment and look for missing fasteners, parts, etc.

Sign and place "ready to rent" tags on rental items

Report any missing items or operating issues to shop supervisor

Recommend rental equipment to customers that best fits their needs

Assist customer service / counter personnel with explaining and /or suggesting items to customers.

Provide customer service/counter personnel with mileage, hours and fuel levels on equipment going out and upon return

Keep warehouse and lot areas clean and neat - keep floors and lots swept

Lock up lot and equipment at the end of day

Mow lawn and weed whip

Communicate with shop supervisor and customer service / counter personnel

Fill in / back up other positions as necessary, for smooth operation of the business, which may include the following:

- 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.
- Collect deposit or payment via, cash, credit card or apply charge to account for account customers
- Close contracts and verify rental items are complete upon return, including recording mileage, hours and fuel
- Maintain front counter and showroom area, which can include the following;
 - Vacuum
 - Sweep
 - Mop floors
 - Dust
 - Windows
 - Trash removal
 - Customer restroom

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:

The work is typically very physical and demanding, both from strength requirements and the stamina required. Will help customers load and unload vehicles and trailers. Will also help maintain inventory. Shipping and receiving functions from light to heavy, are also performed. Janitorial responsibilities, both inside and outside the premises, are also involved. Will be required to work in all weather conditions that are non life threatening. Must be able to service customers in a polite, friendly and professional manner whether in person or on the telephone. May need to assist 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. 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 be able to lift approximately 75 lbs.
- Must maintain a professional personal appearance
- Must possess 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 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, Owner and Shop Manager

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.