

Rental Customer Service Representative

Looking for a new career with opportunity for growth, creativity, and the ability to serve others?

Equipment Rentals Inc. of West Bend is a growing rental company that aims to serve their community and customers with great rental equipment and service whether for use at home, on a job site, or at a venue for an event. We aim to provide the tools to improve homes and land, and the services to create lasting memories for our customers special events. If you have a desire to help others, creatively find solutions to problems or desires, and a need to be challenged and seek growth, Equipment Rentals Inc may be the place for you.

Job Duties:

- Assist rental customers in a polite, friendly and professional manner whether in person, on the phone, or through email
- Be able to ask customers questions to determine their rental needs and recommend the proper equipment for their event or job and provide alternate suggestions if appropriate
- Prepare rental forms, contracts, and quotes by obtaining customer signature(s) and information as required
- Explain Rental fees and provide information about rented items such as operation of equipment and safety features
- Schedule Equipment deliveries and pickups, and assist with the loading and unloading of equipment as needed
- Daily audit of open contracts, and follow up with overdue rentals
- Maintain updated records of event inventory and event equipment reservation files
- Complete rental transactions on rental software and perform basic tasks including, checking equipment rates and availability, creating rental quotes, reserving equipment, opening/closing rental contracts, scheduling equipment delivery/pickups, emailing quotes/reservations/contracts to customers
- Arrange showroom displays. Clean, organize, and stock store shelves
- Adhere to company policies, procedures, rules, and regulations in written or verbal form
- Perform other duties as needed

Working Conditions:

- Must be able to sit or stand for long periods of time
- This position requires constant interactions with the public
- Potential exposure to chemicals, including but not limited to gasoline, diesel, propane, kerosene, and cleaning solvents
- Upon completion of training period most work will be indoors with limited exposure to outside elements
- Some weekend work is required

Education, Skills & Requirements:

- A high school diploma or equivalent GED is preferred
- Must be able to lift/move approximately 40-50 lbs
- Strong telephone skills
- Effective written and oral communication skills
- A valid driver's license and clean driving record is a plus
- Ability to multi-task, prioritize, and manage time effectively
- Ability to interpret directions in written, oral, diagram, or schedule form
- Strong customer service skills
- A high attention level to detail
- Proficient with the Microsoft Office Suite

To apply visit:

www.eqrents.com

Applications under the Info and Careers page or submit resume and application to:

jason@eqrents.com

You may also visit our store location:

Equipment Rentals Inc.

2001 Decorah Rd.

West Bend, WI 53095

(262) 338-6256 (extension #1)

Our company is an equal opportunity employer, we celebrate diversity and are committed to creating an inclusive environment for all employees. All qualified applicants will receive consideration for employment without regard to race, color, religion, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status, or genetic information.