

JOB DESCRIPTION

RENTAL COORDINATOR/DISPATCH

Basic Function: Responsible for the efficient handling and control of the rental businesses through proper inventory, record keeping, delivery, and reporting as well as other duties as specified by the Rental Manager.

Responsibilities:

1. Answers customer questions quickly, clearly, and completely. Recommends equipment appropriate for the job; handles complaints on a timely basis & maintains positive communications with customers.
2. Internal communications: Communicates with the Department Manager at all times and provides adequate notice to rental technician for upcoming machine requirements.
3. Works with other department personnel in order to assist them with rental information as required.
4. Sees that promises are maintained and that deliveries are made on schedule, advises customer of known delays.
5. Keeps P.O. book, large and small rental spec information, and rental procedures book up to date and in good working order.
6. In charge of the trailer and equipment record book, lost rentals, inspection files, and trucking files.
7. Technical knowledge: Knows rental equipment applications well and knows proper safety and maintenance requirements. Must be able to instruct customer in proper use.
8. Diplomatically handles customers' complaints in a friendly pleasing and personal manner, reports any condition which may need further company attention to department manager.
9. Dispatch trucks in a timely and orderly fashion, including making sure that the drivers have log books, daily and monthly inspection sheets, along with inspecting the contracts when they are given to him by a truck driver.
10. Make sure every contract is filled out 100%, this includes all blanks to be properly filled out, inspection and rental agreements with each contract, and damage waivers if necessary.
11. Performs other duties as prescribed by Rental Manager from time to time.

Specifications:

1. Must be able to lift 90lbs, 50% of the time, in order to unload equipment.
2. Must be knowledgeable about the operation of a personal computer.
3. Must have Microsoft Office knowledge.

Distributor Relationships:

1. Cooperates with other company personnel.
2. Advises supervisors of all changes in the department which can affect company success.

Method of Measurement:

1. The satisfaction expressed by customers concerning the rental counterperson's assistance.
2. New business developed as a result of the rental counterperson's performance
3. The satisfaction of management and other members of the company concerning performance.

Reports to: Rental Manager

By signing below, I understand and am willing to do the above specified tasks to the best of my ability. I have also received a copy for my own personal use.

Sign: _____ Date: _____