



Position Tasks & Activities:

- Monitors and directs all store operations.
- Coordinates with the Store Owners for the smooth operation of the business.
- Coordinates interviewing and hiring of employees with Store Owners.
- Assists Store Owners in mediating employee disputes.
- Evaluates associate's job performance per company policy.
- Reviews team member job performance.
- Discusses employee work and vacation schedules.
- Investigates all accidents.
- Rents equipment and party rental inventory or arranges for provision of service to customer.
- Prepares rental contracts, obtains customer signature and other information as required.
- Explains rental fees and provides information about rented items, such as operation or description.
- Collects deposit or payment or records credit charges by maintaining customer charge file daily and balancing daily sales receipts.
- Answers telephone and receives orders by phone and web quote e-mails.
- Follows up with customers by calling back equipment quotes.
- Ensure cash drawer balances at end of day.
- Logs all missed rentals.
- Recommends items to customers that meet their needs and suggests an alternative rental item if requested is not available.
- Reserves items for requested time and maintains rental reservation file.
- Contacts competitor if requested items not available.
- Cleans showroom, equipment, and party rental inventory. Arranges showroom displays. Keeps shelves organized, stocked and clean.
- Assists customer with the loading and unloading of inventory. Must be able to demonstrate safety features and operational features of the inventory.
- Fill customer's propane cylinders.
- May assists in delivers and pickups of equipment.
- May assist with event setups.
- Helps develop plans to improve store performance.
- Implement employee training:
 1. Teach product identification and proper use of rental equipment.
 2. Teach Party and Equipment Leaders on the use of software, and all counter procedures.
 3. Provide health, safety and customer service training.
 4. Comply with Federal, State and Local laws and regulations.
- Maintains rental inventory, operating equipment and physical plant:
 1. Maintains inventory equipment maintenance program.
 2. Maintains refurbish schedule.
 3. Maintains schedule for use and maintenance of vehicles.
 4. Maintains the cleanliness of the warehouse and yard.

- Discuss problem situations with Store Owners.
 1. Find alternatives resourcefully to help resolve issues.
 2. Communicate solution with customer.
- Maintain quality control standards.
- Maintain accurate count of all rental and sales inventory.
- Suggests adding new equipment and sale items to inventory to Store Owners.
- Assume employee responsibilities when needed.
- Report safety violations to Store Owners.
- Network with other industry professionals.
- Adhere to all company policies, procedures, rules and regulations in written or verbal form.
- Comply with government safety requirements and other regulations and security in store.
- Hold department, store and safety meetings.
- Fill in for other positions, when necessary, for smooth operation of the business.
- Perform other duties as requested.

Nature of the Work:

Must be able to supervise, train and direct the activities of the store staff. Must be able to apply logical thinking to a wide range of problems, collect data, draw conclusions and offer constructive opinions concerning day to day activities. Establish atmosphere in the entire store that promotes customer service. 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, 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:

Most work will be indoors with general office and warehouse conditions. This job requires constant interaction with co-workers and with the public. Must be able to stand for long periods of time. May possibly have exposure to chemicals, including but not limited to gasoline, diesel fuel, propane, kerosene and cleaning solvents. Propane is an obvious hazard, hence a sense of smell is required.

Education, Skills & Requirements:

- Must have a high school diploma or equivalent GED. Some college courses preferred.
- Must possess sales and customer relation skills.
- Two or more years in customer service is preferred.
- Must be able to lift approximately 70 lbs.
- Must maintain a professional personal appearance.
- Must have and maintain a valid driver's license with no restrictions.
- Must use mathematics to solve problems.
- Must speak English clearly and write legibly. Ability to speak another language is a plus.
- Must pass company drug screen.
- Must maintain an acceptable attendance record.
- Must have a full range of motion and dexterity.
- 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 offer constructive criticism when necessary.

- Must have some computer knowledge. Training on rental software will be provided

Reports to: Store Manager

This company 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.
