

# ***Aurora Rents***

**Shoreline – Greenlake – Lake City**

## **Counter Personnel**

### **JOB DUTIES:**

- Assist rental customers in a polite, friendly and professional manner whether in person or on the phone
- Ask customer questions to determine their rental needs and recommend proper equipment. Provide alternative suggestions if appropriate
- Prepare rental forms and contracts by obtaining customer signature and other information as required
- Explain rental fees and provide information about rented items such as operation of equipment and safety features
- Answers telephone and receives orders by phone
- Resolve customer problems and answer questions
- Schedule equipment delivery and pickups and assists customer with the loading and unloading of equipment when necessary
- Daily audits of open contracts and call overdue rentals
- 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 deliveries/pickups, emailing quotes/reservations/contracts to customers
- Periodically update and review company website for accuracy and messaging

### **OTHER TASKS AND RESPONSIBILITIES:**

- Cleans showroom floor and equipment. Arrange showroom displays. Keep shelves organized, stocked and clean
- Report safety violations to supervisor
- 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
- Attend department, store and safety meetings
- Perform other duties as requested

### **WORKING CONDITIONS**

- Must be able to sit or 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
- Most work will be indoors with limited exposure to outside elements
- Weekend work required

## **EDUCATION, SKILLS & REQUIREMENTS:**

- A high school diploma or equivalent GED is preferred but not required.
- Must be able to lift/move approximately 50-70 lbs.
- Customer Service Aptitude
- Strong telephone skills
- Effective written and oral communication skills
- Valid driver's license and clean driving record
- Equipment rental industry experience preferred
- Experience as inside sales representative, rental counter sales representative, auto parts sales representative, equipment dispatcher, truck dispatcher, construction, foreman, or similar role preferred

*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, sex, sexual orientation, gender identity, gender expression, national origin, age, protected veteran or disabled status, or genetic information.*