

REPORTS TO: Rental Foreman

GENERAL RESPONSIBILITIES:

The position of Rental Technician requires the highest level of customer service at all times. Must possess the knowledge of all rental equipment, including, operation, application, capabilities and limitations. Must understand and be able to explain the following to customers: equipment operation and safety issues, and the customers' responsibility for the equipment during the rental.

Responsible for ensuring that equipment put on the rental ready line is ready to make a successful rental the next time it is sent out, by cleaning, servicing and testing each piece of equipment according to established service requirements.

SPECIFIC DUTIES AND RESPONSIBILITIES:

- Provide excellent customer service to each and every customer you come in contact with. When directly helping or when just walking by them be friendly, helpful, polite and professional. Greet every customer....say HII!
- Ability to identify equipment by various names and provide relative information in helping to ensure the customer has rented the proper equipment for his project or event.
- Knowledge of routine maintenance and trouble-shooting requirements of all rental equipment.
- Know the operation of equipment as to application, capabilities, limitations, starting, stopping, servicing, correct loading and safety issues.
- Ensure all needed accessories are included, loaded and added to the certified card.
- When sending out equipment with an engine, the engine **MUST** be started in front of the customer. We need to know that equipment starts and run before it leaves the store. This is also the time to instruct the customer on starting procedures.
- Load/Unload equipment for customers using care to avoid any damage to vehicle.
- Properly secure every load, every time.
- Completely and properly fill out the lower portion of the certified card. Have the customer initial that equipment was loaded safely, and that they were instructed in the use of the equipment.
- Check equipment in upon return, ensuring that damage, or any missing items or parts are noted on the check in slip. Completely fill out check in slip.
- Clean equipment after each rental. Follow service procedures for each item. Thoroughly test equipment for proper operation. Fill out upper portion of the certified card, ensuring you have serviced all items checked. Return equipment to the rental ready line.
- When requested and as required, make deliveries and pick-ups of equipment.
- Must have knowledge of company policies and all department procedures and follow them at all times.
- Keep work area clean and orderly, with daily cleaning of the yard, wash rack, front bench, rental storage areas, and drive thru.

- When requested, assist in training other employees to minimize equipment down time and ensure high standards in equipment readiness.
- Be able to perform duties with minimal supervision.
- Maintain a strong work ethic at all times. Be responsible.
- Be at work when scheduled. Attendance is very important. Deviations from assigned schedule must be approved in advance by the Rental Foreman.
- Perform all duties utilizing time to best advantage. Ask the Rental Foreman, the Rental Lead Man, or any other Supervisor or Manager for additional duties as time allows.
- Perform any other duties required or requested for the good of the team and/or the good of the Company.

PHYSICAL REQUIREMENTS:

- Able to stand, stoop, bend, and kneel for prolonged periods of time
- Able to climb stairs and ladders
- Able to lift a minimum of 50 pounds above shoulder level without assistance
- Able to push and pull heavy loads – 50 pound minimum

COMPETENCY REQUIREMENTS:

- Skills:
 - Excellent customer service skills
 - Mechanical aptitude
 - Basic engine servicing skills
 - Average math skills
 - Ability to learn
- Knowledge:
 - Working knowledge of a wide range of equipment and its' application
 - Knowledge of gas and diesel engines
 - Adequate knowledge to inspect and test simple electric tool motors and equipment
 - Basic equipment trouble-shooting knowledge
 - Must speak clearly and write legibly in English; must also have full comprehension of the English language
- Traits:
 - Outgoing, consistent, upbeat attitude
 - Ability to communicate and impress favorably customers and co-workers
 - Common sense
 - Safety conscious
 - Intelligence
 - Team player
 - High level of maturity
 - Ability to deal with people
 - Thorough, great attention to detail
 - Good personal appearance; neatness, grooming, posture, and hygiene

WORKING CONDITIONS:

The environment the Rental Technician works in is outdoors. Although we provide cover, coolers, and heaters when needed, it is the environment of the position. It also requires climbing, stooping, bending and kneeling for prolonged periods. The position requires nearly constant standing or walking, along with continuous contact and communication with customers. Position requires the ability to maintain a high level of energy, optimism and dedication.

RENTAL TECHNICIAN: _____

SIGNATURE: _____

RENTAL FOREMAN: _____

SIGNATURE: _____

DATE: _____