

MARLBOROUGH GRAND RENTAL STATION

135 MAPLE ST MARLBOROUGH MA 01752

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**Position Title: Customer Service Representative
– Equipment, Party & Events Industry**

Part to Full Time

Position Tasks & Activities:

- Rents equipment or arranges for provision of service to customer.
- Prepare rental forms and contract. Obtain customer signature and other required information.
- Maintain daily contract file.
- Compute charges based on rental or service rate.
- Explain rental fees and provides information about rented items, such as operation or description. Also explains damage waiver options.
- Collect deposit or payment or records credit charges by maintaining customer charge file daily and balancing daily sales receipts.
- Answer telephone and process phone orders.
- Recommend rental equipment to customers that best meets their need.
- Reserve equipment as requested and maintains rental reservation file.
- Update and call overdue list daily and alerts supervisor of overdue contracts.
- Maintain a clean showroom and equipment. Arrange showroom displays. Keep shelves organized, stocked and clean.
- Prepares merchandise and equipment with company labels and price tags.
- Inventory sales merchandise and advises supervisor of low levels of merchandise.
- Assist customer with the loading and unloading of equipment when necessary. May also need to demonstrate safety features and operational features of the equipment.
- Accept delivery and in-store returns and placed in appropriate area for inspection.
- Maintain showroom, which can include the following:
 - Counter and floor behind counter
 - Displays and merchandise in showroom
 - Customer restroom
 - Showroom floor
 - Trash removal
 - Front office, family room and/or break room.
- Report safety violations to supervisor.
- Fill in for other positions, when necessary, for smooth operation of the business.
- 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.
- Attend department, store and safety meetings.
- Performs other duties as requested.

Nature of the Work:

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:

Must stand for long periods of time. Most work will be indoors with some exposure to outside elements. 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.

Education, Skills & Requirements:

- Must possess a valid Massachusetts Drivers License
- D.O.T. Card a plus
- Massachusetts Hoisting Engineers License a plus
- Must have a clean driving record
- Must maintain a professional personal appearance,
- Must possess sales and customer relation skills.
- Must be able to use mathematics to solve problems.
- Computer knowledge is required. Training on rental software will be provided.
- Must be able to speak English clearly and write legibly. The ability to speak other languages is a plus.
- Must be able to lift approximately 70 lbs.
- Must pass company drug screen.
- Must maintain an acceptable attendance record.
- 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.

Reports to: Assistant Manager/ Manager

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