

RENTAL MANAGER

Job Description

Last Update: March 31, 2015

POSITION – Rental Manager

RESPONSIBILITIES –

- 1. Ensure rental operations are conducted in a safe manner.**
 - a. Enforce all safety protocols.**
 - b. Perform monthly safety meetings.**
 - c. Train new and existing staff on safety and maintenance protocols.**
 - d. Train new and existing staff on proper use of equipment.**
 - e. Train customers on proper use of equipment.**
- 2. Ensure rental store area is maintained.**
 - a. Keep in store rental area organized and clean.**
 - b. Keep warehouse organized and neat.**
- 3. Develop and maintain customer relationships.**
 - a. Encourage a culture of customer relationship development, friendliness, and helpfulness.**
 - b. Ensure all associates greet customers with a smile and ask if they can help with their project.**
 - c. Ensure all associates answer phones with the approved script.**
 - d. Resolve customer complaints quickly and fairly, while always taking all reasonable steps to keep the customer satisfied.**
 - e. Properly train customers on all equipment use to ensure that they know how to use the equipment when they leave our yard.**
- 4. Maintain rental inventory levels and determine growth areas.**
 - a. Recommend new rental items to management for growth of rental fleet.**
 - b. Maintain missed rental log and use this tool to determine growth opportunities.**
 - c. Order from vendors as necessary to keep store inventory levels at the desired level.**
- 5. Monitor and adjust store rental rates to ensure competitiveness while maximizing revenue.**
 - a. Shop local competitors annually to adjust rental rates as necessary.**
 - b. Meet rental revenue targets for store.**
- 6. Cultivate relationships with local business leaders, community leaders, schools, and contractors.**
 - a. Look for commercial rental opportunities and cultivate those relationships.**
 - b. Use special pricing as necessary to secure large rental jobs.**
- 7. Other duties as assigned by Management.**

RESPONSIBLE FOR –

- 1. Employee and Customer Safety**
- 2. Rental revenue growth.**
 - a. Annual rental revenue margins established by management.**
- 3. Customer Satisfaction – Create an outstanding customer experience in all of your interactions.**

REPORTS TO – Store Manager / Owner

PAY RANGE - Salary 1 – Salary 3