

Customer Service Representative

The following information, with the detailed job description, should provide you with details of this position.

Type of employment

Permanent, part time

Start Date

Immediately

Overview of job

We're looking for the right person to help our customers with their tool and party rental needs. This could play-out in different ways--by greeting / serving your customers as they enter the store; by loading / unloading equipment from their vehicle; or by washing / servicing equipment to make sure its ready to go for the next person. Here's where the position gets a little more specific: Our 'published' purpose to **'help solve our customer's problem by providing the right equipment, service and advice'** means the right person for this job has knowledge and interest in providing a *solution* to our customer. Certainly phone, computer and customer interaction skills are key--as well as the ability to work efficiently in a fast paced environment, but the desire to act out this purpose statement is paramount!

As a multi-store business , this important position requires someone willing to work between stores on a pre-determined daily schedule. Of course this brings unique opportunities—different setting, different customers, different team-members, etc, but it also brings the same unique challenges—different setting, different customers, different team-members, etc! If you enjoy change this could be perfect for you!

Compensation

\$11.00 per hour plus some driving allowance

Hiring process

If you feel you have the qualifications and work values that we seek for this position, email your resume to employment@rentalvillage.ca. If selected for an interview, you will be contacted to meet with us. We will contact only those who we want to interview.

CUSTOMER SERVICE REPRESENTATIVE

‘Customer Service is not a department...its an attitude.’

CUSTOMER SERVICE

1. Greet and serve customers in a manner that exemplifies a friendly, ‘ready to serve’ attitude.
2. Answer customer equipment inquiries with intent to fulfill their rental/purchase needs.
3. Have efficient understanding of our computer software and its use including (but not limited to):
 - locate and accurately quote rental rates
 - accurately complete reservations and contracts
 - close contracts and produce invoices
4. Schedule delivery and pick-up of equipment.
5. Instruct customers on equipment operation and assist them with loading.
6. Answer incoming phone calls before 3rd ring, greeting customers with a ‘friendly’ voice.

INVENTORY

1. Know inventory purpose and operating capabilities.
2. Re-stock merchandise shelves (rental and sale items) to maintain an attractive, organized facility.
3. Arrange seasonal showroom displays.
4. Maintain accurate stock transfers between branch locations.

MAINTENANCE

1. Maintain daily contract / reservation file.
2. Service equipment to maintain constant ‘Ready for Rent’ status.
3. Create work orders for damaged/inoperable equipment.
4. Participate with your team to maintain a clean facility including (but not limited to):
 - counter & floor behind counter
 - floor, displays and merchandise in showroom
 - washroom facility
 - trash removal

OTHER

1. Assist other team-members when required.
2. Attend monthly team meetings (approximately 2 hours after business closing).
3. Bring your enthusiastic, positive attitude to work with an expectation of having a great day!

NOTICE

W.R. Monette Enterprises Ltd. is intentional on creating an environment where all staff members willingly share all tasks within the business. This list describes tasks expected, but does not limit the responsibilities of the position.