



‘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 inquires with intent to fulfill our purpose, which is ***‘help our customers solve their problem by providing the right equipment, service or advice’.***
3. Have efficient understanding of computer software and its use including (but not limited to):
 - locate and accurately quote rental rates
 - accurately complete reservations and contract
 - 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
5. 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 have a great day!

NOTICE

The work environment that W.R. Monette Enterprises Ltd. has created requires each staff member to willingly share all tasks within the business. This list describes tasks expected, but does not limit the responsibilities, of the position.