



Job Title: Rental Consultant

Reports to: Store Manager

Job Summary

Join our family! Tates Rents is a third generation, family owned and operated business that has been serving the Treasure Valley for more than 70 years. Our success wouldn't be possible without the hard work and dedication of our valued employees. Our rental consultants make the first and lasting impression on our loyal customers and are the reason they keep coming back. If you are customer service oriented and driven to help influence the experiences of those around you, this position may be for you.

Essential Job Duties and Responsibilities

- Clean, service, and check fluid levels and perform minor repairs on equipment.
- Remain positive through strenuous work days often requiring heavy lifting. (See working conditions below)
- Work every day to create a safer environment for customers and coworkers by making safety a number one priority. Attend safety training when requested and be aware of all situations, even when it does not directly affect you.
- Exceed customer expectations and make every step of the customer's renting experience easy and enjoyable. This may include but is not limited to, taking orders by phone, preparing contracts, collecting payment, explaining equipment operation and safety features and loading equipment.
- Understand and be willing to continually learn about rental equipment in order to recommend the correct equipment and assist customers. Complete monthly online training to advance knowledge of equipment and safety.
- Maintain a high level of organization to update contracts, call overdue list daily, keep shelves stocked, and compute charges based on rental.
- Greet customers promptly as they enter the store, resolve customer problems, fill propane tanks and keep showroom clean.
- Maintain excellent attendance
- Perform other duties as requested

Qualifications

Education, Skills & Requirements

- Must be able to work required weekend shifts
- Must possess sales and customer service skills
- Must be able to provide, understand and complete written and verbal instructions
- Maintain a cooperative relationship with co-workers
- Must be able to maintain a high degree of patience
- Must maintain a professional appearance
- Must be able to use mathematics to solve problems
- Must be able to speak English clearly and write legibly. Ability to speak another language is a plus.
- Must pass a company drug screen
- Must have a valid driver's license (21 years of age or over for driving positions)
- A high school diploma or GED is preferred but not required

Working conditions

- The worker is subject to hazards: Includes a variety of physical conditions such as proximity to moving mechanical parts, electrical current, working on scaffolding and high places, exposure to high heat and cold winter conditions or exposure to chemicals.

- Heavy work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- The worker is subject to both environmental conditions: Activities occur inside and outside.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Pulling: Using upper extremities to exert force in order to draw, drag, haul or tug objects in a sustained motion.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. This factor is important if it occurs to a considerable degree and requires the substantial use of the upper extremities and back muscles.
- The worker is subject to noise: There is sufficient noise to cause the worker to shout in order to be heard above the ambient noise level.

Benefits

Work for the Treasure Valley's rental industry leader, with an established history of success. Tates Rents takes pride in treating its customers and employees like family.

- Qualify for top notch health benefits, including vision and dental
- Qualify for 401K benefits with generous dollar for dollar matching up to 4% of your compensation.
- Quarterly bonuses based on company performance. (Make the company better every day and share in earned success)
- Uniforms provided
- Use rental equipment upon availability and approval
- Five paid holidays and ability to earn additional paid time off

This company is committed to equal employment opportunity. We will not discriminate against employees or applicants for employment on any legally recognized basis including, but not limited to: military status, race, color, religion, gender, genetic information, sexual orientation, national origin, physical or mental disability and/or age.