

Rental Sales Consultant

Reports To	Branch Manager
Department	SALES
FLSA Status	Non-Exempt
EEO Classification	Sales

Successful candidates are expected to comply with the general attendance policies.

Successful candidates are expected to comply with all safety policies and procedures.

Primary Purpose

Under the direction of the Branch Manager, the Rental Sales Consultant supports increasing store rental revenue and profitability by providing excellent customer service. Responsibilities include servicing new and existing accounts to achieve rental revenue and additional business unit sales goals while increasing market share and exceeding customer expectations. Must be team oriented with a positive attitude and strong work ethic.

General Description

Preferred applicants will have a degree in business administration or similar field or equivalent industry experience in management. Must be a self-starter with ability to work in a team environment. Requires excellent interpersonal and communication skills, ability to problem solve and deal with customer inquiries and concerns, knowledge of computer programs and the ability to use such programs effectively, possess math skills, and organizational skills. Must have the ability to motivate and assist in building positive work teams in all departments. Follows policies and procedures. Assists in maintaining safety culture.

Essential Duties

	<u>Duties</u>	<u>Frequency</u>
1	Coordinate with and support outside sales on orders, bids, quotes, deliveries, and service	100%
2	Receive customer orders while negotiating maximum potential rate and quantity, obtaining full details of order, and serving as the customer's in store contact point on rental equipment.	100%
3	Responding to customer inquiries, managing customer expectations, resolving customer problems, issues, and concerns.	100%
4	Organize and maintain a best in class rental product display and an organized and clean warehouse.	100%
5	Dispatch delivery drivers for customer and rental equipment delivery and/or pickup.	100%

6	Communicate and coordinate with customers, delivery drivers, service department, etc. to ensure customer expectations and revenue goals are exceeded.	100%
7	Processing rental contracts and invoicing with accuracy and detail, including maintaining and/or documenting rental dates, rates, ancillary charges, contract changes, filing of open and closed contracts.	100%
8	Monitor fleet availability for reservations and walk-ins including working with the service department to ensure equipment availability and increase utilization.	100%
9	Professionally cross-sell all company product/services lines and up-sell value-added products/services.	100%
10	Conduct outgoing calls to generate revenue, new accounts, and maintain existing accounts.	100%
11	Document details of customer calls in phone log and maintain missed rental log	100%
12	Assist in loading and unloading of equipment and orienting customers on equipment.	100%
13	Follow all safety rules and regulations while performing work assignments.	100%
14	OTHER DUTIES AS ASSIGNED BY MANAGEMENT	100%
15	Able to travel up to 20% of the time and work flexible hours.	100%
16	Follows and exhibits Torgerson's Core Values.	100%
17	Create a safety-minded work environment, free of drug and alcohol abuse within the corporate structure.	100%
18	Lift and manipulate up to 50 pounds on a frequent basis; bend, stand, kneel, stoop, reach, climb, walk and remove or place items on shelves; work outside and inside with varying weather conditions; ability to hear in person and on the phone; hand/eye coordination to operate a computer, forklift, drive a vehicle.	100%
19	Must have excellent verbal and written communication skills.	100%
20	Strong computer skills including good working knowledge of Microsoft Office	100%

Minimum Experience And Qualifications

- Education: Bachelors in Business administration from an accredited college or university.
Electronic efficiency including working knowledge of Microsoft Excel, Google Drive including Google Calendar
Follow all company standards based on the employee, drug & alcohol and safety handbooks
Maintain a current Driver's License with a clean driving record, be insurable through the Company and report any circumstances where driving record could be affected.
Strong Math skills
- Experience: 2 year(s) preferred in Rental Sales.
2 year(s) preferred in Customer Service.
2 year(s) preferred in Business Administration.

Physical Demands

Physical activities typically performed while on the job.

Activity	Frequency	Hours
Bending/Stooping	Periodically (30%-54%)	
Climbing—Stairs, Ladders, Slope	Periodically (30%-54%)	
Crawling	Periodically (30%-54%)	
Grasping/Handling	Frequently (55%-79%)	
Kneeling	Periodically (30%-54%)	
Neck Flexion/Extension	Frequently (55%-79%)	
Reaching Forward	Frequently (55%-79%)	
Reaching Overhead	Frequently (55%-79%)	
Sitting	Frequently (55%-79%)	
Standing	Frequently (55%-79%)	
Twisting	Frequently (55%-79%)	
Walking	Frequently (55%-79%)	

Physical Effort

Physical effort typically applied while on the job.

Lift/Carrying	Distance	Activity	Frequency
0 - 1 lb.			Occasionally (10%-29%)
1.1 - 10 lbs.			Periodically (30%-54%)
11 - 25 lbs.			Frequently (55%-79%)
26 - 50 lbs.			Occasionally (10%-29%)
51 - 75 lbs.			Seldom (1% to 9%)
Pushing/Pulling	Distance	Activity	Frequency
0 - 1 lb.			Periodically (30%-54%)
1.1 - 10 lbs.			Periodically (30%-54%)
11 - 25 lbs.			Periodically (30%-54%)
26 - 50 lbs.			Frequently (55%-79%)

Mental And/Or Visual Demands

Mental and/or visual demands typically sustained while on the job.

Demand	Frequency
Color Vision	Occasionally (10%-29%)
Depth Perception	Periodically (30%-54%)
Hand and Eye coordination	Periodically (30%-54%)
Near Visual Acuity	Occasionally (10%-29%)
Visual acuity, able to aim, track, and focus	Frequently (55%-79%)
Visual response to external stimuli	Constantly (80%-100%)

Work Conditions

Work Conditions typically encountered on the job.

Condition	Frequency
Biological Agents	Occasionally (10%-29%)
Chemical Agents	Occasionally (10%-29%)
Dust	Frequently (55%-79%)
Excessive Cold	Frequently (55%-79%)
Excessive Heat	Frequently (55%-79%)
Fumes, Odors	Occasionally (10%-29%)
Noise	Frequently (55%-79%)
Solvents, Petroleum Products	Periodically (30%-54%)
Vibration	Frequently (55%-79%)

Job Specific Conditions/Demands

Job Specific Conditions and demands typically encountered on the job.

Condition/Demand	Frequency
ATV usage	Never
Driving—Vehicle/Equipment	Constantly (80%-100%)
Exposure to insects, reptiles, wildlife	Periodically (30%-54%)
Hearing	Constantly (80%-100%)
Indoors	Frequently (55%-79%)
Loading and Unloading equipment	Frequently (55%-79%)
Outdoors	Frequently (55%-79%)
Power Tools/Equipment	Periodically (30%-54%)
Talking	Constantly (80%-100%)

By signing and dating, all parties acknowledge the accuracy, completeness, clearness, and conciseness of the position; that essential functions are aligned with organizational goals and objectives; that compliance with all applicable legal considerations has been met, and that the employee understands the job requirements.

Employee	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>
Supervisor	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>
Human Resources	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>
Physician	<i>Print Name</i>	<i>Sign</i>	<i>Date</i>