



**Position Title: Counter Sales Assistant / Counter Personnel
— Construction / General Tool Industry**

Position Tasks & Activities:

- Rents equipment or arranges for provision of service to customer.
- Prepares rental forms and contracts, obtains customer signature and other information as required.
- Maintains daily contract file.
- Computes charges based on rental or service rate.
- Explains rental fees and provides information about rented items, such as operation or description.
- Collects deposit or payment or records credit charges by maintaining customer charge file daily and balancing daily sales receipts.
- Answers telephone and receives orders by phone.
- Recommends items to customers that meet their needs.
- Reserves items for requested time and maintains rental reservation file.
- Updates/calls overdue list daily and alerts supervisor of overdue contracts.
- Cleans showroom and equipment. Arranges showroom displays. Keeps shelves organized, stocked and clean. May also clean customer restrooms.
- Deliver & Pickup equipment.
- Assists customer with the loading and unloading of equipment in vehicles.
- Loading & unloading equipment on trailers.
- Perform preventative maintenance as well as troubleshoot and repair small engines/equipment as needed.
- Fill customer's propane cylinders.
- Service and clean equipment as returned.
- Resolves customer problems.
- Report safety violations to supervisor.
- Adhere to all company policies, procedures, rules and regulations in written or verbal form.
- Comply with government safety requirements and other regulations and security in store.
- Attend department, store and safety meetings.
- Perform other duties as requested.

Nature of the Work:

Must be able to service customers in a polite, friendly and professional manner whether in person or on the telephone. Must assist them with reservations, contracts, questions, register transactions and order adjustments. Must be able to process cash and credit card payments, as well as make change and credits.

Working Conditions:

Must stand for long periods of time. Work will be indoor and outdoors with exposure to outside elements. The job requires constant interaction with the public. May have exposure to chemicals, including but not limited to gasoline, diesel fuel, propane, kerosene and cleaning solvents.

Education, Skills & Requirements:

- A high school diploma or equivalent GED is preferred but not required.
- Must be able to lift approximately 70 lbs.
- General mechanical abilities.
- Must maintain a professional personal appearance.
- Must possess sales and customer relation skills.
- Must possess valid driver's license with a good history.
- Ability to back up a trailer a plus.
- Must speak English clearly and write legibly. Ability to speak another language is a plus.
- Must pass company drug screen.
- Must maintain an acceptable attendance record.
- Must be able to provide, understand and complete instructions furnished in written, oral or scheduled form.
- Maintain a cooperative working relationship with co-workers.
- Must be able to maintain a high degree of patience.

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: veteran status, race, color, religion, sex, marital status, national origin, physical or mental disability and/or age.

Periodically reference the Americans with Disabilities Act (ADA) for changes that affect your business.

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