

# EQUIPMENT RENTAL COUNTER ASSOCIATE

## Full-time | In-Person

We're looking for a customer-focused, detail-oriented Rental Counter Associate to join our team. This role is essential in helping customers select the right equipment, preparing rental contracts, demonstrating products, and ensuring a smooth, positive rental experience. If you enjoy working with people, have equipment knowledge, and thrive in a fast-paced environment, this position is a great fit.

## Key Responsibilities

- Assist customers in person and over the phone with equipment selection and rental needs
- Prepare rental contracts and clearly explain fees, terms, and safety instructions
- Verify insurance and tax-exempt status; collect and organize required documentation
- Schedule equipment deliveries and pickups
- Answer customer questions and resolve rental-related issues
- Inspect equipment before checkout and upon return; document damage or maintenance needs
- Maintain an organized showroom and rental counter, including signage, accessory inventory, and PPE stock
- Monitor inventory levels and communicate low-stock items to management

## Skills & Competencies

- Strong communication skills, including professional phone etiquette and active listening
- Basic math skills for transactions, inventory counts, and sales calculations
- Proven customer service ability with a friendly, professional demeanor
- Confidence demonstrating equipment to customers with varying experience levels
- Strong organizational skills and attention to detail

## Qualifications

- 1–3 years of experience in equipment rental, construction supply, or tool rental
- Familiarity with common construction tools and light equipment (compactors, lifts, generators, etc.)
- Comfortable using rental or point-of-sale software; strong data-entry accuracy
- Ability to explain basic operating and safety information clearly
- Ability to lift 50 lbs and work in indoor/outdoor shop or yard environments
- **Preferred:** CDL, forklift certification, or local contractor network

## Why You'll Love Working Here

This role offers the opportunity to build your equipment knowledge, strengthen your customer service skills, and be part of a supportive, team-oriented environment. If you enjoy helping people, multitasking, and working around machinery, you'll thrive here.

## Benefits

- 401(k)
- 401(k) matching
- Health insurance
- Paid time off