



## Position Title: Counter Sales Associate

### 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 and safety protocols.
- 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.
- Inventories retail sales merchandise and advises supervisor of low levels of merchandise.
- Assists customer with the loading and unloading of equipment when necessary. May also need to demonstrate safety features and operational features of the equipment.
- May fill customer's propane cylinders from time to time.
- 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. Most work will be indoors with limited 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.
- Must maintain a professional personal appearance.
- Must possess sales and customer relation skills.
- Must be able to use mathematics to solve problems.
- Must be willing to learn the Point of Rental system, have basic computer knowledge and be able to maintain a company email account.
- 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 willing to work to help fulfill other duties assigned by managers and or company owners.
- Must be able to maintain a high degree of patience.

**Reports to:** Store Manager

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.