



## Customer Service Representative

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Reports to: Store Manager

### Job Description

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Do you love to passionately serve others? Enjoy working in a strong team environment where family is important? Always looking for opportunities to learn new things, and have a drive to work hard, but know how to have fun. Then keep reading...

American Rental is looking for a Tool Customer Service Representative to fulfill a position in our Tool & Equipment Department. Our company is quickly growing and expanding, and is looking for a special candidate that looks for opportunities to grow and live out their passions while serving our customers. In addition, this person will be one of the primary faces of the tool department and will work with people daily over the phone, in person, and via email to assist with their tool & equipment rental needs.

### Job Responsibilities

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- Provide outstanding customer service through face-to-face interaction and over the phone.
- Gain full knowledge of all equipment and tools offered for rental.
- Set up reservations for customers in a detailed and organized manner.
- Accurately send out and close customer reservations.
- Assist customers with loading and unloading of equipment. Have thorough knowledge of DOT requirements for securing equipment on trailers.
- Provide customers with detailed knowledge on how to operate the tools/equipment they are renting.
- Inspect equipment both at the time of send out and return with the customer present to accurately detail any damage or flaws.
- Complete the "Return to Rent" process through thorough cleaning and maintenance specific to each piece of equipment.
- Ensure that all tools/equipment are ready to rent at all times.
- Keep all areas clean and organized by completing daily cleaning tasks.



## Skills and Requirements

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- Do everything possible to serve our customers well (phone, email and face to face).
- Use your knowledge to meet the customer needs with the right tool in a timely fashion.
- Teach the customer how to use equipment.
- Check customers in upon return and inspection of equipment in their presence.
- Help customers load and unload equipment as needed, including assistance with chains and straps.
- Make 100% sure that all inventory is ready to rent at all times.
- Clean and service all returned equipment.
- Keep your assigned areas clean, organized and impressive.
- High school diploma or equivalent (exempt for those still attending school).
- Valid driver's license/ State I.D.
- Able to read and write English fluently.
- Able to pass a background check and drug/alcohol screen.
- Understanding of basic computer programs. i.e. Microsoft Office, Email, Rental Software
- Previous experience in the rental industry is preferred but not required.
- Previous knowledge of tools and equipment is preferred but not required.
- Must be able to lift up to 50 pounds regularly during scheduled shifts.
- Strong work ethic with a can-do attitude.

If this describes you, please send us a letter of interest as well as your resume!

620 Harding Rd,  
Morton, IL 61550  
[Careers@AmericanRental.com](mailto:Careers@AmericanRental.com)  
(309) 263-7368



## Employment Application

### Applicant Information

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_  
*Last First M.I.*

Address: \_\_\_\_\_  
*Street Address Apartment/Unit #*

\_\_\_\_\_  
*City State ZIP Code*

Phone: \_\_\_\_\_ Email \_\_\_\_\_

Date Available: \_\_\_\_\_ Social Security No.: \_\_\_\_\_ Desired Salary: \$ \_\_\_\_\_

Position Applied for: \_\_\_\_\_

Are you a citizen of the United States? YES  NO  If no, are you authorized to work in the U.S.? YES  NO

Have you ever worked for this company? YES  NO  If yes, when? \_\_\_\_\_

Have you ever been convicted of a felony? YES  NO

If yes, explain: \_\_\_\_\_

### Education

High School: \_\_\_\_\_ Address: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? YES  NO  Diploma: \_\_\_\_\_

College: \_\_\_\_\_ Address: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? YES  NO  Degree: \_\_\_\_\_

Other: \_\_\_\_\_ Address: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? YES  NO  Degree: \_\_\_\_\_



Responsibilities: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_

May we contact your previous supervisor for a reference?      YES      NO  
        

**Military Service**

Branch: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Rank at Discharge: \_\_\_\_\_ Type of Discharge: \_\_\_\_\_

If other than honorable, explain: \_\_\_\_\_

**Disclaimer and Signature**

*I certify that my answers are true and complete to the best of my knowledge.*

*If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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