



JOIN OUR TEAM

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| JOB TITLE: Rental Coordination Supervisor | LOCATION (S) | REPORTS TO |
| DEPARTMENT: Rental | Phoenixville, Pa | Corporate Rental Manager |
| PAY: Commensurate with experience and skill set | | |
| CLASSIFICATION: Full Time, Exempt | | |

JOB SUMMARY: The Rental Supervisor is responsible for overseeing the company-wide administrative activities involved with the physical readiness of rental, demonstrator, and sales loaners of Toyota lift equipment. This includes supervising day to day customer requirements at all three locations, monitoring the corporate rental fleet readiness, and ensuring company guidelines and policies are followed for transactions.

EDUCATION: High School diploma or equivalent is required; Associate's or Bachelor's Degree is preferred

TRAVEL REQUIREMENT: Periodic travel to NJ and MD branches may be required

JOB RESPONSIBILITIES

- Provide department specific oversight and ensure coverage needs for incoming rental phone calls and emails from branch offices and sales team members
- Work closely with Rental Manager to assess fleet repair costs and prospective inventory needs
- Work with MD and NJ Operations Managers for truck preparation and delivery schedules to meet customer expectations
- Negotiate rental discounts only as needed (discounts greater than 20% off list must be approved by the Corporate Rental Manager)
- Work with the shipping manager to properly schedule rental delivery assets efficiently to the customer on time
- Review all incoming and outgoing rental requests for completeness, provide timely follow up with salespersons as needed
- Ensure all billing on rental equipment is kept current, discrepancies are quickly elevated
- Record daily moves of all units into and out of the facility: rental and demo returns and deliveries
- Coordinate repairs with the Service Department on all rental equipment; pre-approve all rental service jobs over \$500 (involve Corporate Rental Manager, if needed)
- Assist Corporate Used Manager with the local branch's off lease review procedures
- Monitor branch rental utilization and maintenance reports to maximize fleet utilization and keep maintenance costs in line
- Work closely with all TMHNE personnel (managers, sales, support teams) to ensure customer requests are handled in accordance with customer expectations and company policy
- Communicate off rent repair estimates to Rental Manager for customer charge back when trucks are returned
- Any other such duties, as assigned by the Rental Manager

SKILLS AND EXPERIENCE

- Professional appearance
- Positive, can-do attitude; awareness for urgency (prompt response to incoming requests)

This information indicates the general nature and level of work performed by associates in this role. It is not designed to contain an inventory of all duties and responsibilities required. Associates may be asked to assist with other tasks. Management reserves the right to add or change the responsibilities of the position at any time. All associates are expected to adhere to the TMHNE Code of Conduct Policy.

- Work well independently to prioritize needs and demonstrate comfort making decisions in ambiguous situations
- Strong verbal and written communication skills
- Proficient computer skills including Microsoft Office
- Strong customer service skills; confidence and professionalism speaking with customers over the phone
- Confident in making administrative and procedural decisions and judgments
- Strong time management and communication skills with the ability to manage multiple tasks simultaneously
- Ability to research and gather data, compile information, and prepare reports
- Aptitude to learn quickly and work with minimal direction
- Goal oriented; always striving to exceed standards
- Possess strong commitment to team environment

WORK CONDITIONS AND PHYSICAL DEMANDS

- Ability to lift up to 50 lbs.
- May experience moderate noise levels throughout the day
- Frequent customer and internal interactions with other TMHNE personnel occur in this position
- May frequently need to stand and/or walk to schedule inspections or deliveries with Service manager and Rental
- This position frequently requires sitting at a desk utilizing a computer and monitor as well as frequent use of mobile devices
- May require operating a forklift to rearrange equipment in the shop
- May require occasional physical exertion to include bending, pushing, squatting, kneeling, and stooping in conjunction with gathering and maintaining fleet information.

Email your resume to Careers@TMHNE.com