



## Job Description

Join a growing 100% Employee Owned and Operated Company!

**Job Title:** Yard Services and Customer Service Associate

**Location:** Truckee Rents

**Department:** Rentals and Sales

**Reports to:** Truckee Rents Manager

**Employment Status/Type:** Full Time or Part Time available

**Compensation:** \$■ + DOE

### Job Summary

Greet and assist all guests of Truckee Rents, connecting them to the proper product and/or service.

Maintenance, organization, and preparation of rental and sales products and services. Offer courteous and professional customer service for general inquires on product rentals, maintenance, and sales.

### Duties and Responsibilities

- Encourages and demonstrates the Mountain Hardware and Sports/Truckee Rents culture of exceptional guest service, teamwork, innovation, and fun! Works well independently and with others. Enjoys “pitching in” whenever and wherever assistance is needed. No job is too small for any of our employees, if it serves our guests. Conducts and shows a high level of professionalism and courteousness to all guests. Values our safety culture, our Core Values, values employee ownership and operation, our local community, and maintaining a healthy, sustainable environment. Asks questions, shares concerns, or gives ideas on innovation and efficiencies that improve both the guests’ and employees’ experience.
- Assist customers with general product and services questions.
- Assist customers with rentals and sales of power equipment
- Discuss equipment issues, maintenance plans, and work performed with customers
- Review cost estimates for repairs for accuracy
- Explain to customers repairs made, maintenance and/or servicing hours, and parts used
- Show customers how to maintain and use equipment properly
- Maintains Rental and Sales fleet yard organization
- Prepares machines and rental equipment for guests as requested
- Assists in cleaning and ensuring proper cleanup / reporting of spills in yard area
- Drive and operate forklift
- Maintain clean and tidy workspace
- Follow proper opening and closing procedures
- Attend all required safety meetings and trainings
- Prior experience with snowblowers, chainsaws, generators, lawn and garden and rental equipment a plus
- Prior experience with diesel engines a plus



## **Skills and Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties:

- Have excellent communication, time management, analytical, and interpersonal skills.
- Outstanding customer service skills.
- Ability to work in a fast-paced environment while maintaining a high level of accuracy and professional courtesy.
- Possess basic functional knowledge on the following; snowblowers, chainsaws, generators, lawn and garden and rental equipment. OR have willingness to be trained.
- Must be at least 18 years old.
- Must be able to work in the United States.
- Must have a valid driver's license that meets our insurance standards for coverage.
- Must be able to operate a manual transmission.
- Must be able to communicate effectively in English.
- Ladies and Gentlemen Need Apply.
- Must maintain a well-groomed and professional appearance.
- Must be able to wear a uniform.
- Must be able to stand for extended periods of time.
- Ability to multitask desired
- Ability and willingness to work flexible hours including evenings, holidays, and weekends.
- Must enjoy serving people and having fun!
  
- **Language Skills:**
  - Literate and fluent in English.
  - Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence.
  - Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
  - Additional language(s) desirable.
- **Mathematical Skills:**
  - Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's.
  - Ability to apply concepts of basic algebra, geometry, and trigonometry.
  - Ability to calculate figures and amounts such as fractions, percentages, ratios, proportions, area, circumference, and volume to practical situations.
- **Reasoning Ability:**
  - Ability to apply common sense understanding to carry out instructions furnished in oral, mathematical, or diagram form.
  - Ability to deal with problems involving several concrete variables in standardized situations
  - Ability to define problems, collect data, establish facts, and draw valid conclusions.
- **Education and/or Experience:**
  - 1 year related small engine mechanical experience and/or training; or equivalent combination of education and experience.
- **Certificates, Licenses, and Registration:**
  - Valid Class C Driver License with a driving record meeting the minimum standards required by Mountain Hardware and Sport's insurance carrier.
  - Prior HazMat or Spill training desirable, or trainable upon hire



## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand, sit, and walk; talk and hear; taste and smell; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.
- Often required to use the computer. Specific vision abilities required by this job include close vision, distant vision, color and peripheral vision, depth perception, and ability to adjust focus.
- Ability to lift/move 50 lbs. or more and occasionally lift and/or move up to 100 lbs.

## Equipment Used

- Telephones, PC, database, office supplies, and filing cabinets
- Handheld radio
- Industrial machines and mechanical tools for servicing small power engines
- Cash registers
- Snow removal equipment

## Working Conditions

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Harsh outside weather conditions.
- Occasionally could be exposed to wet and/or humid conditions; high precarious places; fumes or airborne particles; toxic or caustic chemicals; extreme cold; extreme heat; risk of electrical shock; explosives; and vibration.
- Noise level in the work environment is usually loud.
- Frequently exposed to moving mechanical parts.
- Large indoor/outdoor work area environment.

Employee Name: \_\_\_\_\_

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

***Employment with Mountain Hardware and Sports/Truckee Rents is "at will" for no definite period of time. The employee may terminate employment at any time without notice or cause, and so too can Mountain Hardware and Sports/Truckee Rents terminate employment relationship at any time without notice or cause.***