



Position: Dispatcher

Department: Rental

Reports To: Rental Dispatch Manager or General Manager of Rental

Supervises: None

Job Group: Professional

Exempt or Non-Exempt: Exempt

Job Description:

This individual develops long-term partnerships with customers and Rental Sales Professionals to deliver value-driven, win-win equipment rental solutions within the assigned territory or branch, while representing RDO Equipment Co. in a professional and customer-focused manner.

At RDO Equipment Co., we make decisions thoughtfully, balancing the impact on each of our stakeholders, and enact those decisions according to each of our core values. In this way, we find purpose in our work and pride in our purpose.

Specific Duties Include:

- Utilize company systems/tools (e.g., S2) to accurately track, document, and manage rental sales activity, supporting quoting, deal execution, and overall territory performance
- Identify and refer sales opportunities for whole goods, parts, and service to appropriate RDO team members
- Coordinate rental transactions with sales teams from initiation through completion, including contract management and billing support
- Ensure timely follow-up on rentals to support customer satisfaction and repeat business
- Coordinate equipment delivery, pickup, and daily trucking schedules to meet customer and operational needs
- Partner with internal teams (sales, service, billing, collections, and logistics) to ensure seamless execution and issue resolution
- Maintain accurate records to support timely and accurate billing and lien processes
- Monitor market conditions, including competitor products, pricing, and industry trends
- Provide quotes and support transportation needs for assigned locations
- Follow established processes and provide feedback to improve efficiency and customer experience
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as specified in company manuals and as directed in the employee handbook.
- Conduct self in the presence of customers and community to present a professional image of RDO Equipment Co.
- Proactively seek and participate in available company-sponsored training, to develop and advance knowledge base and skill set.

- Participate in all company/location driven communication efforts, including open book meetings, huddles, department meetings and other related efforts.
- Maintain a positive and professional working relationship with peers, management and support resources, with a constant commitment to teamwork and exemplary customer service.
- Perform all other duties as assigned by management in a professional and efficient manner.

Job Requirements:

- Understanding of the rental industry and construction equipment, with ability to recommend appropriate solutions preferred
- Excellent customer service and relationship management skills
- Communicate effectively with customers on maintenance, repairs, and service needs
- Partners across departments to support customer needs and issue resolution
- Handles customer concerns and escalates as appropriate
- Self-starter who thrives in a fast-paced environment
- Ability to manage multiple priorities with accuracy and attention to detail
- Strong verbal, written, and computer skills
- Willingness to work on-call schedule
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

Essential Job Functions:

Activity	Never	Occasionally	Frequently	Constantly
Hours Per Day	0 Hours	Up to 3 hours per day	3-6 hours per day	6-8+ hours
Sitting				X
Walking		X		
Standing		X		
Bending (neck)			X	
Bending (waist)		X		
Squatting	X			
Climbing	X			
Kneeling	X			
Crawling	X			
Twisting (neck)		X		
Twisting (waist)		X		
Hand Use: Dominant Hand Right___ Left___		X		
Is repetitive use of hand required?		X		
Simple Grasping		X		
Power Grasping	X			
Fine Manipulation	X			
Pushing/Pulling		X		

Reaching (above shoulder level)		X		
Reaching (below shoulder level)		X		
Lifting:				
0-10 lbs.			X	
11-25 lbs.	X			
26-50 lbs.	X			
51-75 lbs.	X			
76-100 lbs.	X			
Carrying:				
0-10 lbs.			X	
11-25 lbs.	X			
26-50 lbs.	X			
51-75 lbs.	X			
76-100 lbs.	X			
Driving cars, trucks, forklifts, other equipment?	X			