



**Position:** Rental Dispatch Manager  
**Department:** CE- SW Rental Dispatch  
**Reports To:** General Manager of Rental  
**Supervises:** Rental Dispatchers  
**Job Group:** Manager  
**Exempt or Non-Exempt:** Exempt

**Job Description:**

The Rental Dispatch Manager plays a key role in delivering a seamless, high-quality rental experience for both customers and internal partners. This role leads and supports the Rental Dispatch Team while collaborating closely with Sales and Rental leadership to ensure equipment availability, accurate billing, and efficient execution of rental transactions across the SWCE Region.

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:**

- Lead, coach, and develop the Rental Dispatch team, fostering continuous improvement and a world-class customer experience.
- Maintain direct customer interaction to coordinate rental activity, including working with customer representatives to schedule equipment, confirm details, and support smooth execution of rental transactions.
- Partner with sales, rental professionals, and regional leadership to support rental deals from quote through contract, delivery, return, and final billing.
- Coordinate rental transactions before, during, and after rent to ensure accuracy, timeliness, and a smooth customer experience.
- Monitor daily rental queues and required reports, ensuring timely updates, corrections, and compliance with internal standards.
- Ensure rental contracts are executed within five days and final billing is completed within three days of equipment return.
- Collaborate with region management and the sales team to resolve billing questions and process issues efficiently.
- Work alongside the General Manager of Rental to analyze fleet utilization and support decisions related to fleet additions, transfers, and disposals.
- Provide ongoing feedback and recommendations to improve processes, customer satisfaction, and operational efficiency.
- Act as a mentor and point of escalation for dispatch-related questions while modeling clear, professional communication with all stakeholders.

- Stay informed on competitive offerings, market rates, and industry trends to better support rental solutions.
- 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 so as to present a professional image of RDO Equipment Co.
- Proactively seek and participate in available company-sponsored training, in an effort 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:**

- Strong knowledge of the rental industry, construction equipment, and rental operations.
- Excellent customer service, communication, and problem-solving skills.
- Ability to manage multiple priorities in a fast-paced environment with accuracy and attention to detail.
- Strong computer and data management skills.
- Willingness to work overtime and participate in on-call responsibilities as needed.
- Candidates must have valid work authorization and be able to work in the U.S. without company sponsorship.

EOE/M/F/Disabled/Veteran

**Essential Job Functions:**

<b>Activity</b>	<b>Never</b>	<b>Occasionally</b>	<b>Frequently</b>	<b>Constantly</b>
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		
<b>Lifting:</b>				
0-10 lbs.			X	
11-25 lbs.	X			
26-50 lbs.	X			
51-75 lbs.	X			
76-100 lbs.	X			
<b>Carrying:</b>				
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			