



Job Title: Rental Support Specialist
Department: Rental Support
Reports To: Rental Support Manager
Supervises: N/A
Job Group: Professionals
Exempt or Non-Exempt: Non-Exempt

Job Description:

This individual will be responsible for providing excellent customer service to other RDO Equipment Co. employees involved in the rental process. They will be responsible for assisting the sales force in maintaining rental type deals, processing rental billing, reviewing insurance documents as well as coding costs to equipment records.

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:

- Review rental deals to ensure all necessary information is completed.
- Create rental contracts in business system and prepare contract for invoicing.
- Review billing report and accurately generate rental invoices daily.
- Adjust rental contracts as needed when the deal terms change.
- Review customer insurance documents to ensure minimum requirements are met.
- Communicate with internal customers as needed to ensure rentals are billed timely and accurately.
- Monitor sales and reporting tools to identify units requiring warranty purchases.
- Utilize an electronic equipment monitoring system to verify the location of all new equipment and attachments.
- Respond promptly to internal inquiries and support requests.
- Work as part of a team to accomplish set goals.
- 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:

- Excellent customer service skills.
- Strong oral and written communication skills.
- Detail oriented.
- Ability to multi-task.
- Strong time management and organizational skills.
- Experience with MS Excel.
- 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___				
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			