



Position: Rental Technician
Department: Service
Reports To: Service Manager
Supervises: None
Job Group: Craft workers
Exempt or Non-Exempt: Non-Exempt

Job Description:

This individual will be responsible for inspecting, diagnosing, maintaining, and repairing rental equipment to ensure it is safe, reliable, and ready for customer use. Responsibilities include rental return inspections and triage, equipment condition and damage assessments, diagnosis of service needs, maintenance and repairs, work order documentation, and verification of equipment safety and operational readiness. This position operates in a fast-paced rental environment where equipment turnaround, fleet availability, and customer demand require strong organization, a sense of urgency, and the ability to adapt to changing priorities. The individual must be able to independently prioritize work, apply strong mechanical knowledge, and complete quality repairs safely, efficiently, and profitably. Occasional overtime and weekend work may be required.

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:

- Perform initial inspections and triage on returning rental equipment, identifying damage, maintenance needs, service issues, and safety concerns.
- Complete equipment condition reports and open, update, and close work orders with accurate documentation of findings, repairs, parts, and fluids used.
- Route equipment to the appropriate repair path and coordinate its movement between the yard, service shop, wash rack, ready line, and delivery staging areas.
- Support the development of damage estimates and timely communication of findings for customer notification.
- Prioritize repairs based on safety, operational needs, and fleet-readiness requirements.
- Perform assigned maintenance and repairs, verify equipment safety and operation, and assist senior technicians with complex repairs when triage workload permits.
- Support PDI/RDI processes, rental fleet readiness, and the organization of equipment within the yard.
- Maintain a clean work area and properly care for shop tools, machines, and equipment.
- Identify and communicate solutions for customer service opportunities within the dealership's area of responsibility.
- Maintain current technical and product knowledge for equipment supported by the dealership.

- 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, 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.
- Working in a fast-paced and multi-directional environment
- Ability to take direction and complete assigned tasks
- Attention to detail and sense of urgency in completing tasks

Job Requirements:

- Previous mechanical repair and troubleshooting experience with construction, rental, or similar heavy equipment required
- Technical training or certification in diesel, heavy equipment, automotive, or a related field preferred
- Working knowledge of equipment operation, maintenance, diagnostics, and mechanical repair
- Experience using trade-specific tooling, including hand and pneumatic tools
- Ability to independently diagnose service issues and perform maintenance and repairs
- Strong computer skills, including the ability to accurately document work performed
- Excellent customer service skills
- Strong oral and written communication skills
- Strong organizational skills with the ability to prioritize work in a fast-paced environment
- 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		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	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	