



**JOB POSTING**  
**Rental Associate**  
**Reports To: Rental/ Warehouse Manager**  
**Department: Rental**

**REPORTS TO:** Rental Manager

**DEPARTMENT:** Rental

**JOB SUMMARY:** Represent McFarlanes' True Value as a Rental Associate.

**DUTIES & RESPONSIBILITIES:** Effectively and efficiently handle customer rentals. Ensure rental items are in clean and operational condition.

*Specifically:*

- Follow company customer service standards, policies and procedures.
- Effectively & accurately process rental agreements with customers by phone and in person.
- Accurately enter information into rental program (ex: customer name, address, phone, drivers' license, and rental items).
- Ensure customer understanding of rental rules (ex: date and time due and proper cleaning of rental item).
- Ensure customer understanding of how rental items operate.
- Check-out/Check-in and inspect rental equipment for damages, defects, or shortages.
- Monitor equipment and report repairs/maintenance as needed; tag equipment as needed for cleaning/repair; clean rental equipment as needed.
- Coordinate with service department the repair or maintenance of equipment as needed.
- Maintain clean, safe, and organized work stations (rental desk and service area).
- Provide assistance, perform additional tasks and assignments in all areas of the store as requested by management.
- Work full time hours-variety of day/evening shifts, including weekends; with open availability.
- Perform other duties as assigned.
- Regular attendance is an essential function of this position.

**SKILLS & QUALIFICATIONS:**

1. Possess strong verbal, written, inter-personal and client facing communication skills in order to interact with customers and co-workers in a positive and professional manner.
2. Ability to demonstrate and promote teamwork.
3. Ability to work independently and be self-motivated.
4. Possess a strong attention to detail.
5. Proficient in math.
6. Ability to prioritize and multi-task.
7. Ability to problem solve.
8. Valid drivers' license with clean driving record.
9. Ability to obtain forklift license as necessary.

**EDUCATION & EXPERIENCE:**

1. High school diploma or equivalent.
2. Possess general computer knowledge.
3. Forklift experience, preferred.
4. Prior customer service experience, preferred.
5. General mechanics knowledge, preferred.

**PHYSICAL DEMANDS:**

While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing for extended periods of time, walking, bending, kneeling, stooping and crouching. The employee must frequently lift/move/carry heavy rental equipment over 50 lbs.; occasionally 75 lbs. 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.

Compensation is based upon experience. Competitive benefits package includes paid health, dental, life and disability insurances, 401k match, Paid Time Off, paid holidays, flexible spending and generous McFarlanes' Retail Employee Discount. To be considered for this opportunity, please apply in person at or submit resume to: McFarlane Mfg. Co., Attn: HR, 780 Carolina Street, Sauk City, WI 53583, online at [www.mcfarlanes.net](http://www.mcfarlanes.net) or email HR@mcfarlanes.net