



JOB POSTING

RENTAL/ WAREHOUSE MANAGER

Reports to: GM

Dept.: Rental & Warehouse

FLSA Status: Exempt

Full-time

JOB SUMMARY: Manage rental services, oversee and is accountable for the operation of warehouse, ensure profitability through expense control, staff and operating costs management.

DUTIES & RESPONSIBILITIES: Responsible for ensuring completion of and assigning tasks related to preventive maintenance of retail building and grounds, rental customer service, warehouse shipping and receiving and janitorial duties; provide safe and enjoyable work environment for team.

Specifically:

- Ensure related activities are carried out by setting team schedules; ensure proper personnel in place while open for business.
- Responsible for recruitment of department personnel, in conjunction with established human resource policies and procedures.
- Ensure team compliance with all company policies and procedures; manage, document and report employee issues with guidance from human resources, following established policies and procedures.
- Review team timely and annually and work to set appropriate goals through established performance evaluation process.
- Maintain an effective system of Retail Facility Rental and Warehouse Standard Operating Procedures.
- Ensure Retail Facility warehouse is maintained in an orderly manner.
- Oversee rental activities and projects at the rental desk to ensure activities are conducted in accordance with established customer service standards, policies and procedures; work with department team on regular basis to review day-to-day activities and plan future action; ensure team upholds McFarlanes' motto "Service is a family tradition" and hold accountable to provide best possible customer service.
- Ensure effective and efficient handling of customer rental transactions; manage, respond to and document customer disputes; provide acknowledgement to staff when recognized for providing service above and beyond.
- Ensure rental items are in clean and operational condition; ensure monitoring of equipment and facilitate repairs/maintenance as needed; coordinate with service department the repair or maintenance of equipment.
- Coordinate interdepartmental functions to minimize delays; meet with departmental managers on regular basis to review status and plan future actions; share and communicate relevant topics with team; facilitate required monthly meeting with team.
- Conduct investigations of accidents, injuries, and near misses that occur within Rental Warehouse; compile and submit timely appropriate documentation to Safety Specialist and/ or HR Generalist.
- Maintain and review relevant financial data. Run various monthly reports and discuss with Controller; follow month-end close procedures as set by Controller.
- Other duties as assigned.
- Regular attendance is an essential function of this position.

EDUCATION & EXPERIENCE and SKILLS & QUALIFICATIONS:

1. High school diploma or equivalent.
2. Minimum 5 years of supervisory experience; minimum 3 years in rental management role with proven fiscal responsibility and strong financial management skills.
3. Possess strong verbal, written, inter-personal and customer facing communication skills.
4. Possess strong leadership skills with ability to promote teamwork and maintain positive working relationships while holding staff accountable.
5. Strong problem-solving skills, with ability to resolve conflicts in a positive and constructive manner.
6. Ability to prioritize and delegate, with ability to be accountable for one's own actions.

PHYSICAL DEMANDS: While performing the duties of this job, team member is regularly required to talk and hear. This position may require standing for extended periods of time; requires walking, bending, kneeling and sitting. May lift and/or move items over 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. General office and computer equipment used.

Compensation based upon experience. Full time team members are eligible to receive a comprehensive benefits package which includes group health, dental, vision, life and disability insurances, 401k with match, Paid Time Off, retail service center discount, company events, referral bonus program, and more! To be considered for this opportunity, please complete an online application at www.mcfarlanefg.com; apply in person at McFarlanes', 780 Carolina Street, Sauk City, WI; or email resume to HR@mcfarlanefg.com.