



POSITION DESCRIPTION

Date: 4-22-19

Prepared by: HR Department

Approved by: President

Title: L&R Coordinator (Inside Sales / Customer Service)

Reports to: General Manager

Purpose of Position: The Lease & Rental Coordinator is responsible for billing, equipment management and all aspects of customer relations. They field phone calls, aid with collection issues and invoices customers for damages while maintaining the integrity of the fleet and coordinating routine maintenance.

Requirements:

- Education – Bachelor’s degree from college or other leadership/management institution desired; and 2-4 years of related experience and/or training; or equivalent combination of education and experience.
- Language Skills - Ability to read, analyze and interpret technical procedures, financial reports or governmental regulations. Ability to write reports, business correspondence, and standard operating procedures. Ability to effectively present information and respond to questions from groups of managers, customers, and the general public.
- Mathematical Skills - Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, area circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Computer Skills – Moderate ability in using Microsoft products and the ability to operate other office equipment. Experience with business processing software. Implementation and upgrade experience a plus
- Communication Skills – phone, email, face-to-face interaction required. Verbal and non-verbal communication required.
- Decision Making/Leadership Skills - must have ability to think quickly, make timely decisions and assume leadership roles on demand.
- Physical Skills – Ability to climb in and out of trucks/trailers

Essential Duties:

- Invoice Customers – Assist with credit cards and ACH payments as needed.

- Coordinate Repairs – Request estimates from service department and forward estimates to the customers. Invoice the customer for damage caused and oversee the repairs from start to finish. Perform scheduled maintenance.
- Trailer Inspections – Inbound trailers ... Follow systematic protocol for inspecting trailers. Note damages and assess what needs to be charged to the customer and chart a course of action for damage repair.
Outbound trailers ... Thoroughly inspect the trailer and mark all existing damage on the inspection sheet.
- Process toll violations.
- Receive and respond to incoming phone calls and emails.
- Jockey trailers in the lot as necessary.
- Customer Functions – Build positive and sustaining relationships with our customers. Maintain up-to-date certificates of insurance.
- Facilitate Team Member Needs – Interact with and support Director of Sales as needed; plus interact with UKTS personnel as needed.
- Project Management – Data collection, organization and presentation as needed.

Work Environment:

The Work environmental characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This position requires the ability to apply common sense understanding to carry out instructions furnished in writing, oral, schedule or diagram form and the ability to use sound judgment when faced with complex circumstances.
- The ability to deal with problems involving several variables in standardized situations is essential, while maintaining a professional, calm manner when negotiating with difficult or upset customers.
- The noise level is quiet to moderate at times, unless in the service department where noise levels are high at times
- The physical exertion is moderate to active; climbing in and out of trailers is required at times.
- Work is performed primarily in an office setting, but also requires exposure to outside elements. There will be occasions where you will be exposed to extreme weather conditions - wind, rain, snow, sleet or cold.
- There are frequent employee and customer contacts.
- PSL reserves the right to revise or change job duties and responsibilities as the need arises. This position description does not constitute a written or implied contract of employment.

- Requires the ability to operate a personal computer, multi-line phone, calculator and other basic office equipment.
- The employee is occasionally required to stand and walk.
- The employee must be able to occasionally lift and or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.

Standards:

- The ability to lead a team and interact with employees
- Always Maintain a clean and organized work area
- Work performed is to be in a professional manner in accordance with or exceeding company standards
- Adhere to all company policies, procedures and standards
- Display a professional attitude toward Company and fellow employees
- Be trustworthy and confidential and self-motivated
- Be a team player
- Maintain a professional appearance
- Maintain verbal and written communications as required
- Continually seek professional and personal growth
- Always Maintain professional and friendly attitude

Signing on behalf of this position and agreeing to accept all its responsibilities.

Signed: _____ Date: _____

L&R Coordinator

Signing on behalf of this position and agreeing to accept all of its responsibilities.

Signed: _____ Date: _____

VP of Human Resources