



RVJD-022 Tenting Manager/Installer

Job title	<i>Tenting Manager/Installer</i>
Reports to	<i>Director of Special Events</i>

Job purpose

'Customer Service is not a department...it's an attitude.'

Our extensive inventory of tents & special event rental equipment has allowed Rental Village Special Events to grow and become a leader in the Tent & Special Events industry in our region! Our commitment to superior customer service is second to none! Rental Village provides everything from party tents, canopies, tables, chairs, linens, dishware, glassware, flatware, dance floors, staging, AV equipment, sound systems, & concession equipment and much more.

The purpose of this position is to manage the installation and take down of tents and to do preventative maintenance on equipment, as well as be able to safely load and unload equipment into all types of vehicles and trailers, and instruct customers on how to use the equipment safely and properly.

Duties and responsibilities

POSITION TASKS & ACTIVITIES

- Hire and terminate department staff as needed with Director of Operations.
- Coordinate routing schedules on a daily basis with Director of Operations.
- Receive proper paperwork from Special Events CSR.
- Supervise and assist crew as follows:
 1. Pull and load tent & related equipment with warehouse support:
 2. Receive order or load list.
 3. Decipher load list and pull necessary equipment for job.
 4. Make necessary adjustments in load list and check load list against order.
 5. Check weather conditions prior to & during installation.
 6. Communicate with Special Events CSR regarding any special notes.
 7. Perform quality control inspection.
 8. Check equipment off list as it is loaded and load equipment on truck in proper order.
 9. Secure load for safety.
 10. Load tools & operation equipment.
 11. Check final load.
- **Greet customers. You are often the only personal contact with Rental Village!**
- Assemble various tents per manufacturer, company, safety policy & procedures.
 1. **LAY OUT DROP CLOTH IN AREA OF TENT TO KEEP TOP CLEAN & TO PROTECT TOP.**
 2. Layout all components per specification and CAD diagram when provided.
 3. Install anchors uniformly.

4. Secure tent with final tie off.
 5. Inspect tent for proper assembly.
- If applicable install all other rented accessories as per provided layout.
 - Inspect tent and accessories for damage prior to removal & document any issues if necessary.
 - Remove rented accessories.
 - **LAY OUT DROP CLOTH UNDER TENT TO KEEP TOP CLEAN & TO PROTECT THE TOP.**
 - Disassemble tent as per manufacturer, company, safety policies & procedures.
 - Repair minor tears, etc. on site or tag for repair.
 - Load truck properly at rental site.
 - Work with warehouse support staff to be sure truck is unloaded properly and that everything is returned to inventory.
 - Clean tents as per company policy and procedure.
 - Manage the required repairs of any tents or accessories.
 - Report any safety violations.

EQUIPMENT MANAGEMENT

1. Maintain all tents, tables, chairs etc. in clean “ready to rent” condition.
2. Keep delivery vehicles and tent storage area in a clean and organized fashion.
3. Clean vehicles as/when required.
4. Assist yard, warehouse and delivery personnel as necessary.
5. Report safety violations to company health & safety representative or supervisor.
6. Adhere to all company policies, procedures, rules and regulations in written or verbal form.

OTHER

1. Attend regular team meetings (approximately 2 hours after business closing)
2. Think SAFETY in all aspects of your day.
3. Bring your enthusiastic, positive attitude to work with an expectation of have a great day!

Qualifications

- A high school diploma or equivalent GED is preferred but not required.
2. This position requires hard physical labour, therefore, must be able to lift approximately 70 lbs.
 3. Must maintain a professional personal appearance.
 4. Must possess customer relation skills.
 5. Must be able to use mathematics to solve problems.
 6. Must maintain a cooperative working relationship with co-workers.
 7. Always take pride in a job well-done.

Working Conditions

Most work will be primarily outdoors on site.
 This job requires constant interaction with co-workers & customers.
 Must be able to work with the pressures of time constraints.
 Frequently requires extra hours in a day to ensure tents are set up correctly & items are delivered to customer during prime season.