



RVJD-025 Special Event Delivery & Support Staff

Job title	<i>Special Event Delivery & Support Staff</i>
Reports to	<i>Special Events Coordinator</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 deliver and pick up the products and occasionally assist with the set up & take down of tents. Preventative maintenance on equipment and products, as well as the ability to safely load and unload equipment into all types of vehicles and trailers.

DUTIES AND RESPONSIBILITIES

CUSTOMER SERVICE

1. Greet customers in a friendly & open manner. You are often the only personal contact with Rental Village!
2. Deliver items as per the reservation instructions.
3. Pick up items as per pick ticket instructions.
4. Assist customers with loading or un-loading items at our location.
5. When required, assist with tent delivery and set-up as per company, safety policy & procedures.
 - a. Layout all components per specification and CAD diagram if provided.
 - b. Install anchors uniformly.
 - c. Secure tent with final tie offs.
 - d. Visually inspect tent for proper assembly and ensure no damages.
6. If applicable, install all other rented accessories per layout.

EQUIPMENT MANAGEMENT

1. Maintain all tables, chairs etc. in clean “ready to rent” condition.
2. Keep trucks in clean and organized condition.
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 occasional 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.

WORKING CONDITIONS

Most work will be primarily a combination of warehouse, vehicle and outdoors on site.

This job requires constant interaction with co-workers & customers.

Must be able to work with the pressures of time constraints.
