

JOB POSITIONS in the equipment rental industry



1.



ACTIVE / PASSIVE SALES

BID WRITER

Completes tender searches

Writes and edits good quality technical and non-technical responses to bid/tender/proposal questions in a timely manner

Collects information, creates and distributes quotations as required

CUSTOMER CARE ADVISOR

Ensures complete customer satisfaction with the service

Provides service throughout all customer interactions

Sells additional services and products

KEY ACCOUNT MANAGER

Represents the company and its values to existing clients

Provides customer service at all times

Consults and retains clients

SALES MANAGER

Analyses and reports sales figures

Opens new accounts

Develops and executes trade shows and sales events

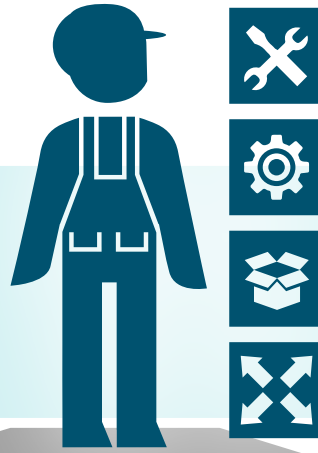
SALES REPRESENTATIVE

Builds relationships with customers face to face and via phone

Encourages prospective customers to give the company a go

Manages the client database and quality assurance

2.



SERVICE AND LOGISTICS

DRIVER

Delivers and collects equipment
Carries out multi-drop deliveries
Provides excellent customer service as, the face, of the company

SERVICE MANAGER

Leads the customer service team
Ensures the quality of customer care/service
Ensures direct attention to customer needs, latest trends, business models and technologically-feasible solutions

LOGISTICS MANAGER

Manages the logistics team
Schedules all drivers and dispatchers. Maintains accurate and up-to-date time and attendance records
Optimises equipment delivery & pick-up routes

PARTS SPECIALIST (BUYER)

Executes purchase orders and monthly cost accruals
Buys replacements for faulty parts in time
Oversees all invoice discrepancies works with vendors to repairs

SERVICE ENGINEER

Checks on/off hire equipment
Prepares equipment for rent, including servicing, repairing, cleaning and testing
Carries out major repairs within the workshop when required

FITTER

Refurbishes equipment if necessary
Carries out routine repairs and maintenance of equipment
Advises the workshop manager when spare parts are required

STOCK/WAREHOUSE OPERATOR

Reads customer order documents to accurately determine selection of products and assembles inventory required
Unloads the vehicles and stores the equipment
Moves outgoing equipment for rent in accordance with all safety policies

TECHNICAL DIRECTOR

Oversees the schedule and management of the technical team
Oversees the life cycle of each piece of equipment
Identifies and coordinates short and long term maintenance schedules and capital requests

TECHNICIAN

Services and maintains range of plant and powered access equipment within the depot
Provides technical support on site
Completes all relevant paperwork in line with equipment checks

TRANSPORT COORDINATOR

Plans cost-efficient routes
Plans and organises the routing of deliveries and collections to meet business and customer requirements
Works closely with the transport manager and drivers to ensure the best level of service is provided to customers

3.



OPERATIONS AND MANAGEMENT

AREA/REGIONAL MANAGER

Develops customer base within the area

Develops and delivers structured sales plans

Analyses customer needs and service delivery. Develops plans to improve them

MARKETING MANAGER

Develops marketing strategies

Initiates campaign

Analyses and reports on the campaigns

BRANCH MANAGER

Manages a team

Implements sales campaigns

Motivates and trains staff

COMMERCIAL DIRECTOR

Builds and owns the end-to-end commercial plan

Tracks the end-to-end rental performance

Delivers strategies to improve acquisition, retention, upselling and cross-selling

OVERHEAD

PROCUREMENT DIRECTOR

Establishes procurement categories and deals with these categories

Develops and executes procurement strategies

Manages all spending, regardless of the nature of the operating influence

ACCOUNTANT

Prepares asset, liability, and capital account entries by compiling and analysing account information

Ensures that all inter-company accounts are reconciled in a timely manner and that suspended accounts are analysed and cleared

Analyses variances, including those on commentary reports

IT WEBSITE SOCIAL MEDIA

Creates and implements a community engagement system and strategy

Sets up and updates the corporate website and social media channels

Plans and shares material to share on social media networks

SYSTEM ADMINISTRATOR

Installs new or rebuilds existing servers and configures hardware, peripherals, services, settings, directories and storage

Develops and maintains installation and configuration procedures

Researches and recommends innovative, and where possible automated, approaches system administration tasks

QA MANAGER

Assesses customer requirements and ensures that they are met

Investigates sets standards for quality, and health and safety

Works with operating staff to establish procedures, standard and systems

SUPPLY CHAIN MANAGER

Reviews and updates supply chain practices in accordance with new or changing environmental policies, standards, regulations or laws

Selects transportation routes to maximize economy by combining shipments or consolidating warehousing and distribution

Monitors supplier performance to assess ability to meet quality and delivery requirements

IT TECHNICIAN

Sets up workstations with computers and necessary peripheral devices

Checks computer hardware (HDD, mouse, key-boards etc.) to ensure functionality

Installs and configures appropriate software and functions according to specifications

4.



OVERHEAD

CEO

Controls the direction of the company

Decides the budgets for all departments

Targets and initiates business partnerships with other companies

CFO

Assists in formulating the company's future direction and supports tactical initiatives

Monitors and directs the implementation of strategic business plans

Develops financial and tax strategies

FINANCIAL CONTROLLER

Assists in preparation of annual tax documents

Prepares budget

Reviews budget proposals

HR DIRECTOR

Developes and implementes HR initiatives in line with organisational objectives

Leads the HR department

Contributes to long-term goals of the business and people development

HR TRAINING & DEVELOPMENT

Implements and promotes the career development programs for specific groups

Connects the career development strategy with the business strategy and HR strategy

Sets the basic schedule of career development activities during the year

HR RECRUITER

Manages, from start to end, the recruitment process for agreed vacancies within the business

Uses initiative to continuously improve the recruitment and retention processes

Liaises with managers on all levels, advising them of the best recruitment & retention process for their vacancies

LEGAL ADVISOR

Conducts legal analysis and research on various legal matters of the client or the organisation

Provides advice on different legal issues and assist in drafting legal opinions, memoranda and other briefing documents

Prepares and drafts different acts and legal submissions

H&S MANAGER

Ensures that the H&S procedures of the company are respected

Ensures that employees work in safe conditions

Ensures that the company takes the appropriate measures for the health of its employees

BUYER (EQUIPMENT/ FLEET MANAGER)

Executes purchase orders and monthly cost accruals

Tactically sources new equipment

Analyses price and lead time negotiation

FACILITY MANAGER

Carries out daily building inspection works and identifies defects and any need for upgrading

Ensures operational efficiency of buildings is achieved through the effective and efficient coordination of services

Maintains a high housekeeping standard at all times

COMMUNICATION MANAGER

Manages external and/or internal communication

Takes care of all information going out of the company

Takes responsibility of social media communication