

JOB POSITIONS in the equipment rental industry



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
 Collates 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

SERVICE AND LOGISTICS

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

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

LOGISTICS MANAGER
 Manages the logistics team
 Schedules all drivers and dispatchers Maintains accurate, up-to-date time and attendance records
 Optimises equipment delivery and 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 correct them

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

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

STOCK/WAREHOUSE OPERATOR
 Reads customer order documents to accurately determine selection of products and assemblies 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 a 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

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

BRANCH MANAGER
 Manages a team
 Implements sales campaigns
 Motivates and trains staff

COMMERCIAL DIRECTOR
 Builds and owns the end-to-end commercial plan
 Tracks end-to-end rental performance
 Delivers strategies to improve acquisition, retention, upselling and cross-selling

MARKETING MANAGER
 Develops marketing strategies
 Initiates campaigns
 Analyses and reports on the campaigns

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
 Develops and implements 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
 Takes initiative to continuously improve the recruitment & retention processes
 Liaises with managers on all levels, advises them of the best recruitment & retention process for their vacancies

PROCUREMENT DIRECTOR
 Establishes procurement categories and deals with these categories
 Develops and executes a procurement strategy
 Manages all spending, regardless of the nature of the operating influence

BUYER (EQUIPMENT/ FLEET MANAGER)
 Executes purchase orders and monthly cost accruals
 Tactically sources new equipment
 Analyses price and lead time negotiation

ACCOUNTANT
 Prepares asset, liability, and capital account entries by compiles 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

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, standards and systems

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

LEGAL ADVISOR
 Conducts legal analysis and research on various legal matters of the client or the organisation
 Provides advice on different legal issues and assists in drafting legal opinions, memoranda and other briefing documents
 Prepares and drafts various acts and legal submissions

IT TECHNICIAN
 Sets up workstations with computers and necessary peripheral devices
 Checks computer hardware (HDD, mouse, keyboards etc.) to ensure functionality
 Installs and configures appropriate software and functions according to specifications

IT WEBSITE SOCIAL MEDIA
 Creates and implements a community engagement system and strategy
 Sets up and updates corporate website and social media channels
 Plans and creates 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 to system administration tasks

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

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