



Job Description

Title: Rental Fleet Manager (Council Bluffs) (Salary / Exempt)

Normal Hours: 7:00AM to 5:00PM Monday-Friday or as necessary

Name:

Reports to: Council Bluffs Location Manager

Start Date:

Direct Reports: None

Function:

The rental fleet manager's primary role is to market, quote, and rent equipment. Furthermore, equipment in the fleet should be inspected and maintained to ensure the highest level of readiness and customer responsiveness.

Scope:

- Represent Rasmussen Mechanical Services as the preferred rental and mechanical service provider for customers, employees, and business partners.
- Develop and maintain ongoing equipment cost accounting to allow timely reviews of effectiveness and profitability of all equipment in the fleet.
- Ensure compliance with local, state, and federal legal requirements. Maintain a high level of business ethics.
- Perform sales activities, including travel as required with occasional overnight stays.
- Prepare estimates for equipment, materials, projects, and services. Develop proposals for presentation to customers.
- Establish rental pricing for internal and external customers for expedient quoting of rent or purchase agreements.
- Lead by example through personal compliance with all Company safety policies, procedures, and workplace safety issues and contribute to a safe working environment for all. Verify that all required safety measures are identified and included in estimates and customer proposals.
- Challenge the "status quo" and motivate other team members. Openly take into account the ideas and suggestions of others and be able to adopt and incorporate constructive suggestions into our methodology.

Responsibilities:

- **Maintain the highest levels of equipment readiness through equipment check-in procedures, repair service orders and material management. This is accomplished by working closely with other department managers to schedule manpower.**
- Be extremely responsive to customer emergencies, understanding that limiting the customer's process downtime is likely the most critical factor in choosing a rental equipment provider.
- Discuss sensitive rental issues with customers including payment for rent, installation, and equipment damage as a result of customer action.
- Review and fully understand all aspects of rental equipment, including, but not limited to, estimates of equipment cost, repair/maintenance costs, materials, and manpower



required as well as terms of payments, completion schedules, etc. that are contractual obligations.

- View project sites and determine the best way to layout and execute the project, usually under time constrained conditions. Satisfy customers' needs within contract requirements with efficiency and cost effectiveness.
- Determine manpower and material requirements for rental installations. Consider the expected complexity of the project, the capabilities of available field personnel, and the planned or promised completion time. Schedule manpower and materials to achieve orderly, efficient, cost effective execution and project completion.
- Assist in the proper identification and layout of work, material planning and requisition requests.
- Ensure compliance to standards of quality, cost, safety, timeliness, and performance.
- Conform to proposed project work considering codes, regulations, and safety standards.
- Follow-up with internal and external customers to ensure their needs are met. Resolve customer concerns and complaints in a timely, efficient and cost-effective manner.
- Maintain organized rental equipment files, including:
 - Equipment data sheets or Manufacturers Data Reports
 - Drawings, weights, and shipping instructions.
 - Maintenance and inspection records
 - Check-in / Check-out / function test records
- Maintain organized project document control (Job File), including:
 - Purchase requisition / purchase order development & administration
 - Subcontractor administration and coordination.
 - Create and maintain change order documentation
 - Direct progress billings, payment requests and approve invoices
 - Review shop drawings & submittals
 - Schedule of values & project job cost accounting
 - Complete project close-out documentation
- Maintain current and accurate manpower forecasts and work with department managers to prioritize workloads and commitments.
- Develop proposals for presentation to customers based on site review and analysis of projects with customers, blueprints, specifications, proposals and other documents.
- Determine customer needs and work closely with customers to determine the most expedient, cost-effective and sellable solutions, thereby establishing a long term working relationship.
- Conduct post project follow-ups with customers to ensure all sales agreements have been completed and customers are satisfied with all aspects of the transaction.
- Ensure Company financial standards are maintained, including but not limited to, profitability, productivity, payment schedules, subcontracts, terms, conditions, and accurate invoicing.
- Maintain accurate and timely sales activity information in Company sales management and reporting tools including, but not limited to, Outlook, Salesforce (CRM), project management and turnover documentation. Record sales leads, contacts, referrals, future opportunities, follow-ups, key names and addresses in Salesforce.
- Sell within a team environment across RMS locations and departments. Solicit support and communicate effectively with internal staff.



- Manage and sustain high levels of customer satisfaction and responsiveness. Provide solutions for performance enhancement and proactive resolution of issues to ensure customer expectations are exceeded.
- Take an active role with all RMS sales personnel on related sales activity in combining services from different divisions into the customer experience. Pass on rental inquiry information to other departments for follow up on equipment repair or replacement.
- Perform sales-related duties as directed. Accurately communicate sales and project execution efforts to department manager, operations, and administrative teams in a timely manner.
- Maintain excellent relationships with operations and field personnel. Follow-up on all leads from field personnel, service technicians, service coordinators, managers, and other RMS employees.
- Maintain and improve sales skills, systems awareness, and industry knowledge through self-study, product seminars, company-provided training, and self-improvement courses.
- Provide marketing support at trade shows, lunch-and-learns, seminars and web / email marketing.
- Perform other duties as assigned by RMS Management Team.

Education/Qualifications:

- Bachelor's degree in technical field or equivalent professional experience.
- Professional and industry-specific certifications and licenses.

Experience:

- Minimum of three (3) years of progressive experience in mechanical systems or rental fleet management.

Skills:

- Excellent oral and written communication skills.
- Self-motivated, extraverted, tactful, organized, results and goal-oriented professional.
- Driven by a desire to satisfy customers and provide a high level of customer service.
- Computer literate with good working knowledge of office products, equipment, and procedures.
- Ability to communicate and sell services, as well as equipment and systems. Capable of successfully closing the sales agreement and providing follow-up to assure sustainable strong customer relationships.
- Above average organizational skills
- Excellent project management skills to properly plan the execution of projects (timely availability of required materials, equipment, tools, and manpower)
- Great "people skills" to work closely with management, sales, purchasing, accounting, and field personnel within the Company; as well as with vendors, customers, subcontractors, etc. outside the Company.
- A desire to continually learn new methods; adopt, accept and apply new technology from internal or external resources and continually strive to identify more efficient ways to perform existing processes.



Physical & Mental Requirements:

- Must be able to lift 25-30 lbs. / sit for long periods of time / type / hear / see / speak English clearly / operate business equipment.
- Must be able to read / write / spell & calculate. Must be able to understand and follow written instructions, communicate effectively orally and written, and must be able to listen effectively.
- Must possess prioritizing / organizational / multitasking and stress management skills.
- Must possess a valid driver's license.
- Must pass pre-employment drug screen.

Rental Fleet Manager

Date

Rasmussen Mechanical Services

Date