

# NOR-VAL RENTALS

## INSIDE SALES REPRESENTATIVES

**Nor-Val Rentals specializes in equipment rentals with five locations serving the Okanagan. Providing full time, long term employment in a growing industry we offer an upbeat workplace, with a strong sense of team and community values.**

Our Inside Sales - Rental Specialists are the first point of contact for customers. Providing excellent customer service in person as well as over the phone, they must be polite, friendly, and professional.

Assisting customers with equipment reservations, answering questions regarding the best equipment or tool for the job, ensuring contracts are completed and handling payments, this position is fast paced and requires a positive attitude and upbeat personality. Knowledge of equipment is a strong asset, but we are willing to providing training to the right person.

### Job Duties:

- Providing customers with a positive rental experience, ensuring the equipment fits their needs, is 'Ready to Rent' and delivered on time.
- Organizing delivery and pick-ups while optimizing most effective delivery vehicle
- Reserves items for requested time and maintains rental reservation file.
- Collects deposits and payments or records credit charges by maintaining customer charge file daily and balancing daily sales receipts.
- Assists customer with loading and unloading of equipment when necessary and demonstrates safety features and operational features of equipment.
- Provides clear directions to Drivers and Yard Associates

### Requirements:

- Constant interaction with the public in person and over the phone
- Must have sales and customer relation skills.
- Clear and concise communication skills
- Intermediate level of experience in the rental industry an asset
- Knowledge and understand of computer systems and how to navigate within operating systems.
- Must be able to work on more than one task at a time, be organized and ability to take notes.
- Maintain a cooperative and respectful working relationship with co-workers.

Full time - 40 hours per week. Nor-Val Rentals is open Monday – Friday from 7:00 am – 5:00 pm and Saturdays from 8:00 am – 4:00 pm, schedules will fall within any of these days. Nor-Val offers a competitive wage with opportunities for growth. Our comprehensive benefits package, including health, dental & vision as well as a matched RRSP are just a few of our great company incentives.

**Resumes can be sent to [HR@nor-val.com](mailto:HR@nor-val.com), or dropped off in person.**

Kelowna – 770 Finns Road – 778-753-6868  
West Kelowna – 2103 Louie Drive – 778-754-5505

# **NOR-VAL RENTALS**

## **YARD ASSOCIATES & DRIVERS**

**Nor-Val Rentals specializes in equipment rentals with five locations serving the Okanagan. Providing full time, long term employment in a growing industry we offer an upbeat workplace, with a strong sense of team and community values.**

This role is responsible for the safe loading and unloading of customer rentals from the store and ensuring that equipment is serviced, maintained and ready for customers to rent. Ideal candidates will have experience in customer service, a strong work ethic and a willingness to learn. Nor-Val Rentals has a complete onboarding processes that will teach you everything you need to know.

### Experience Expectations:

- Ability to work in a fast-paced environment and be flexible with changing priorities.
- Customer service focused with strong communication skills and a commitment to teamwork a must.
- Self-directed, organized, professional, knowledgeable, and courteous with customers, suppliers, and co-workers.

### Requirements:

- Must have class 5 or 7 drivers' license and clean drivers abstract.
- Must be self-motivated with the ability to take direction from others.
- Focused on safety and attention to detail.
- This position requires frequent lifting and a significant degree of walking, bending, standing, crouching, or working within tight areas. Transporting objects of various weights and dimensions may also be required.

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