Job Description, Rental Fleet & Service Manager

**Position:** Rental Fleet & Service Manager  
**Department:** Service / General  
**Required To Be On Site:** Yes

**Overview:**

The responsibility of the Service & Rental Fleet Manager at Power Zone Equipment is to entirely organize, coordinate, and project manage all off site service work and warranty calls, as well as to coordinate the maintenance and documentation regarding the equipment rental fleet. The Rental Fleet & Service Manager will report directly to the Operations Manager and will be required to be at the Power Zone location the majority of the time.

**Primary Functions of this Position:**

- Project manage and coordinate all repairs and preventive maintenance on the equipment rental fleet. This includes all organization and filing of documentation regarding this maintenance.
- Be actively involved in the regular testing and reporting of the rental equipment.
- Ensure important spare parts and expendables are in stock or readily available for each rental equipment.
- Work closely with the sales team when quoting rental projects.
- Be the main point of contact for all off site service work and warranty calls.
- Coordinate all service calls. This includes the following:
  - Coordinate with the customer to define the scope of work.
  - Coordinate with shop foreman to select the best suited/available technicians as needed.
  - Book and schedule travel plans. This can include air travel, hotels, rental cars, etc.
  - Coordinate contracted services, such as crane services, electricians, and other 3rd party services as needed.
  - Ensure that technicians have all required safety certifications.
  - If service work is to be international, ensure technicians have adequate VISAs, immunizations, etc.
- Document all warranty claims.
- Assist in ensuring the customer is correctly invoiced for the service provided.
- Create Installation Operation and Maintenance Manuals for rental equipment.

**Requirements:**

- Be willing to work odd, irregular hours, and take care of issues in a timely manner. This includes being available 24/7 to receive calls from customers and technicians, and can include being available on weekends and holidays as needed.
- Have a wide range of mechanical knowledge of industrial equipment. Power Zone has a large support team for any technical challenges, but the Service & Rental Fleet Manager must possess the knowledge to ask good, informative questions initially in order to find a solution quickly.
• Must have good PR skills and be able to remain professional in stressful conversations with customers.
• Be able to balance customer satisfaction and cost savings effectively.
• Occasionally, be willing to travel and physically assist with service calls.

Other Responsibilities:

On a regular week or month, the tasks and responsibilities listed above will not require full time focus, and some additional time will be available for other responsibilities. Depending on the skills and capabilities of the Service & Rental Fleet Manager, he or she may be asked to perform other duties such as the following:
• Create Installation Operation and Maintenance Manuals for other equipment that is sold to customers.
• Sales support. At times handling a sale completely, especially when it involves off-site services.
• Review Master Service Agreements to ensure they are safe to sign.

Additional Benefits:

Although the following skills are not required, they will be valued highly and utilized in the Service & Rental Fleet Manager position:
• Be able to speak Spanish.
• Have technical knowledge and experience with reciprocating pumps and centrifugal pumps.
• Have technical knowledge and experience with diesel engines.
• Have a valid Passport.

Benefits: - Competitive salary - PTO (Sick and personal) - Paid Holidays - Medical and Dental Plans - Company Paid Life Insurance- Incentive Plan Bonus

Equal Employment Opportunity Policy: Power Zone Equipment provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, [Company Name] complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall transfer, leaves of absence, compensation and training. Power Zone Equipment expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Power Zone Equipment’s employees to perform their job duties may result in discipline up to and including discharge.

Job Type: Full-time

Experience: High School Diploma and prior job experience.

Must be able to pass a pre-employment drug screen.

Job Location: Center, CO 81125

Required education: High school or equivalent
Please contact us for more information if need.