

Sales & Rental Administrator

Job Summary:

The Heavy Equipment Rental and Sales Administrator is responsible for overseeing the rental and sales processes of heavy machinery and equipment. This includes managing customer inquiries, processing rental agreements, coordinating deliveries and returns, maintaining inventory records, and ensuring compliance with company policies and industry regulations. The position requires excellent organizational and communication skills to manage relationships with clients, suppliers, and internal teams.

Key Responsibilities:

- **Rental Management:**
 - Coordinate the rental process from initial customer inquiry to final equipment return.
 - Prepare and review rental contracts, ensuring terms are clear and mutually agreed upon.
 - Track and manage the scheduling and logistics of equipment deliveries and pickups.
 - Maintain a comprehensive rental database, tracking rental durations, customer history, and maintenance schedules.
- **Sales Support:**
 - Assist customers in selecting equipment for purchase, providing detailed product information and pricing.
 - Generate quotes and process sales orders for new and used heavy equipment.
 - Work with sales teams to ensure all inventory levels are sufficient for customer demand.
- **Customer Service:**
 - Respond to customer inquiries via phone, email, or in-person, providing expert guidance on equipment and rental processes.

- Address and resolve customer issues or complaints related to equipment rentals or sales.
- **Inventory Management:**
 - Monitor equipment inventory levels.
 - Conduct regular inventory checks and assist with maintaining accurate stock records.
- **Billing and Payment Processing:**
 - Prepare and process rental invoices and sales transactions.
 - Follow up on overdue payments and assist with collections as needed.
 - Maintain accurate records of financial transactions.
- **Maintenance Coordination:**
 - Work closely with maintenance teams to ensure equipment is in good working condition and ready for rental or sale.
 - Assist to track maintenance and repair work as necessary if needed.
- **Compliance and Reporting:**
 - Ensure compliance with industry regulations, including safety standards and rental terms.
 - Prepare regular reports on equipment utilization, rental income, sales performance, and inventory status.