

Rental Specialist

Job Title: Rental Specialist

Location: GTA

Job Type: Full-Time

Reports To: Operations Manager

About Us:

We're a dynamic and growing equipment rental company that takes pride in excellent customer service and reliable equipment solutions. Our team is the backbone of our business—and we're looking for a motivated and customer-focused **Rental Specialist** to join us.

Position Summary:

The **Rental Specialist** is the front line of our customer experience. This role combines customer service, equipment coordination, and hands-on support. You'll interact directly with customers via phone, email, and in-person to assist with equipment rentals, answer questions, and help ensure equipment is ready for pickup or delivery. This role also involves physical labour, requiring the ability to lift and move equipment when necessary.

Key Responsibilities:

- Greet and assist customers in person, over the phone, and via email with equipment rental needs
- Recommend equipment based on customer project requirements and ensure proper usage knowledge
- Process rental agreements, returns, and payments using internal systems
- Load and unload equipment as needed lifting – up to 65 lbs overhead

- Perform basic inspections and cleaning of equipment before and after rentals
 - Maintain an organized and professional front-of-house and yard area
 - Work collaboratively with field and operations teams to coordinate deliveries and pickups
 - Use hand and power tools for minor maintenance and troubleshooting
 - Work weekends and flexible shifts based on customer demand and peak seasons
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Qualifications:

- Previous experience in customer service, rental, construction supply, or a related field is preferred
 - Strong communication and problem-solving skills
 - Ability to lift 50–65 lbs overhead and perform physically demanding tasks
 - Basic knowledge of power tools and equipment is required
 - Tech-savvy and able to learn internal systems quickly
 - Reliable, self-driven, and comfortable working both independently and with a team
 - Friendly, professional demeanour with a customer-first attitude
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What We Offer:

- Competitive pay with potential for overtime
- On-the-job training and equipment knowledge development

- Opportunities for advancement as the company grows
- A tight-knit, supportive team environment
- Discounts on equipment rentals
- Opportunities for advancement within the company

If you're ready to combine customer service skills with hands-on work in a fast-paced environment, we'd love to hear from you. Apply today and grow with us!