

NO RTEC JOB SPECIFIC SKILLS COMPETENCY

COUNTER AND RENTAL CLERK (Tool & Equipment/Automotive)

DOT: 295.357-014; 295.467-022 / O*NET: 41-2021.00 SVP 4

Job Description: Rent items such as tools & equipment, or vehicles (trailers/automobiles) to customers. ***Physical Demands:*** Mildly Active w/ light to medium lifting, carrying or moving (up to 50 lbs). ***General Educational Development*** - R3 M3 L3; ***Aptitudes*** - Average General Learning Ability, Verbal, Numerical (basic business math), Form Perception, and Clerical Perception.

CORE SKILL COMPETENCIES/INDICATORS:

1. Can demonstrate ability to identify company-specific policies, procedures, and safety standards. (R, IN, I, S, T)
2. Can demonstrate ability to describe company products/services and their applications, and can locate sources of more complete information. (R, IN, S, T)
3. Can demonstrate knowledge of product availability, cost, and rental provisions of company's rental items. (R, IN, S)
4. Can demonstrate ability to appropriately greet customers and discuss the type, quality and quantity of products/services sought for rental. (R, IN, I, S, T)
5. Can demonstrate ability to query customers to determine specific needs and recommend items to customers that meet that need. (IN, I, S, T)
6. Can demonstrate ability to explain rental fees and procedures and provide information about rental items, such as how to operate them. (IN, I, S)
7. Can demonstrate ability to prepare rental forms, obtaining customer signature and other information, such as required licenses. (IN, S)
8. Can demonstrate ability to compute charges based on rental rates, receive payments, and accept returns. (R, IN, S)
9. Can demonstrate ability to perform cash and credit card transactions, manually and/or by computer. (IN, S)
10. Can demonstrate proper procedure used to inspect returned equipment for damage, and to collect necessary fees. (IN, S)
11. Can demonstrate ability to answer telephones to provide information and receive orders. (I)
12. Can demonstrate ability to inspect and adjust rental items to meet needs of customer. (R, IN, S)
13. Can demonstrate ability to identify and apply company-specific record keeping/bookkeeping procedures. (R, IN, S, T)
14. Can demonstrate ability to identify and apply company-specific inventory procedures. (R, IN, S, T)
15. Can demonstrate ability to receive, examine, and tag items to be altered, cleaned, stored, or repaired. (IN, S)
16. Can demonstrate ability to prepare products for display, or for rental or purchase. (R, IN, S)
17. Can demonstrate ability to learn and maintain the correct locations of manuals, spare parts, shop tools and rental equipment. (R, IN, S)
18. Can demonstrate proper procedure used to maintain manuals, working binders, sales literature, and forms. (R, IN, S)
19. Can demonstrate ability to perform clerical tasks such as making copies, price gunning, stocking shelves, making and posting signs, and mailing projects, etc. (*Identify*). (R, IN, S)
20. Can demonstrate knowledge of, and can work effectively with bar code scanners. (IN, T)

21. **Can demonstrate proper technique used to make computer entries regarding reservations, costs and due dates. (IN, S, T)**
22. **Can demonstrate proper procedures used to file, locate and/or retrieve materials, manually and/or by computer. (IN, S, T)**
23. **Can demonstrate proper techniques used to clean and lubricate equipment, and to make necessary adjustments. (R, IN, S T)**
24. **Can demonstrate proper procedure used to complete and maintain equipment maintenance and/or repair records. (R, IN, S)**
25. **Can demonstrate proper technique used to load and secure larger power equipment into customer vehicles. (R, T)**
26. **Can demonstrate use of simple hand tools to splice electrical wires that attach trailer tail-lights to customer cars. (R, T)**
27. **Can demonstrate good oral and written communication skills. (I)**
28. **Can demonstrate ability to serve customers at the counter in an efficient and courteous manner, dealing tactfully with difficult customers. (I)**