



**Confetti Party Rentals is currently looking to hire:**

**Customer Service Representative**

**How we envision the right fit for this position:**

You are passionate about helping others and listening intently about their needs in detail. You do what it takes to provide top quality service by responding to the customer courteously, professionally, timely, and with care. You have a solution-based growth mindset. You are proactive, and you are not afraid to ask questions or admit you don't know the answer but wish to find it. Above all else, you want to learn and grow with us, and help us make incredible, memorable experiences for all of our customers.

**What the job requires you to do:**

- Rent and recommend rental equipment or arrange for provision of service to customer.
- Prepare rental forms and contracts which include obtaining customer and event information.
- Maintain daily contract filing.
- Explain rental fees and reservation information about rented items, such as operation or description.
- Collect payment information and charge the appropriate accounts according to reservation details.
- Prepare daily sales reports and file receipts with reports daily.
- Answer telephone calls and process phone orders.
- Recommend rental equipment to customers that best meets their needs.
- Update, call, and send invoices to overdue list daily, and alert supervisor of overdue contracts.
- Maintain a clean showroom and equipment: arrange showroom displays; keep shelves organized, stocked and clean; wash dishes, cutlery, and glassware.
- Inventory sales and rental merchandise, and advise supervisor of low levels of merchandise.
- Assist customer with the loading and unloading of equipment when necessary. May also need to demonstrate safety features and operational features of the equipment.
- Accept and inspect in-store returns then place them in the appropriate area for cleaning or repair.
- Pull and prepare orders for customer pickups.
- Check and close contracts on customer returns including damage/breakage log.
- Wrap, package, and store items in designed locations once cleaned.
- Communicate with warehouse location to facilitate transfers between our two locations.
- Openly communicate and engage in conversations with other industry professionals.
- Review client complaints and resolutions to determine with practice or policy needs to be adjusted.
- Assist with content creation and postings to company Instagram & Facebook pages.
- Stay abreast of annual events and reach out to applicable primary contacts to become involved.
- Adhere to all safety precautions and cleaning/sorting procedures as required.
- Assist in other areas of the store, when necessary, for smooth operation of the business.

**What you should already have or be able to do:**

- The ability to lift 30lbs. consistently.
  - *Ability to lift 70lbs. or more an asset.*
- A Class 5 Driver's License (*Asset*).
- Be capable of learning new software and retaining information with on-site training.
- Basic understanding of Microsoft Office and Google Drive.

**If this sounds like you:**

Then we are looking forward to meeting you! Send your resume with a little information about yourself to [surrey@confettipartyrentals.com](mailto:surrey@confettipartyrentals.com). *Make sure to tell us about one of your favourite out-of-work activities to do in the email!*

**We look forward to hearing from you!**