



Customer Service Representative: Weddings and Events

Reports to: Store Manager

Job Description

Do you love to passionately serve others? Enjoy working in a strong team environment where family is important? Always looking for opportunities to learn new things, and has a drive to work hard, but knows how to have fun. Then keep reading...

Morton Rentals and Peoria Rentals is looking for a Customer Service Representative to fulfill a new position at our Peoria location in our Wedding and Events department. Our company is quickly growing and expanding, and is looking for a special candidate that looks for opportunities to grow and live out their passions while serving our customers, and making their visions a reality. In addition, this person will be one of the primary faces of the company and will work with people daily over the phone, in person, and via email to assist with their event rental needs.

Skills and Requirements

- Enjoy making others on the TEAM look good
- Enthusiastically answers all phone calls and web inquiries, and assists with any walk-ins
- Prepare rental forms and contracts. Obtain customer signature and other required information
- Collect deposit, payment, or records credit charges by maintaining customer charge file daily
- Explain rental fees and provides information about rented items, such as operation or description
- Able to multi-task while receiving several interruptions
- Update and call for unpaid and overdue contracts weekly and alerts supervisor
- Confirm all contracts are printed and orders prepped for following day's orders
- Assist in making sure all inventory is clean and rent-ready
- Prepares concession item bundles, and advises supervisor of low stock levels
- Maintain showroom displays and cleanliness
- Ready to fill in for other positions, when necessary, for smooth operation of the business
- Network with other industry professionals
- Extremely organized and detail oriented
- Willing to lift equipment, clean floors, and hold doors to get things done
- Adhere to all company policies, procedures, rules and regulations in written or verbal form

If this describes you, please send us a letter of interest as well as your resume!

921 E. War Memorial Drive
Peoria Heights, IL 61616
Bridget@PeoriaRentals.com
309.688.1412



Employment Application

Applicant Information

Full Name: _____ Date: _____
Last First M.I.

Address: _____
Street Address Apartment/Unit #

_____ City State ZIP Code

Phone: _____ Email: _____

Date Available: _____ Social Security No.: _____ Desired Salary: \$ _____

Position Applied for: _____

Are you a citizen of the United States? YES NO If no, are you authorized to work in the U.S.? YES NO

Have you ever worked for this company? YES NO If yes, when? _____

Have you ever been convicted of a felony? YES NO

If yes, explain: _____

Education

High School: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Diploma: _____

College: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

Other: _____ Address: _____

From: _____ To: _____ Did you graduate? YES NO Degree: _____

References

Please list three professional references.

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Full Name: _____ Relationship: _____

Company: _____ Phone: _____

Address: _____

Previous Employment

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Company: _____ Phone: _____

Address: _____ Supervisor: _____

Job Title: _____ Starting Salary: \$ _____ Ending Salary: \$ _____

Responsibilities: _____

From: _____ To: _____ Reason for Leaving: _____

May we contact your previous supervisor for a reference? YES NO

Military Service

Branch: _____ From: _____ To: _____

Rank at Discharge: _____ Type of Discharge: _____

If other than honorable, explain: _____

Disclaimer and Signature

I certify that my answers are true and complete to the best of my knowledge.

If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.

Signature: _____ Date: _____