



What It Takes To Be An Employee At Dill Rental & Sales

Who We Are

Dill Rental & Sales is a “corporate-run” family owned business, open since 1977. We are a full service rental center, catering mostly to the homeowner, but with a substantial amount of contractor and party business as well. We offer a large variety of equipment and tools for rent as well as for sale, do repair work and sell a selection of merchandise. Our business is seasonal, busy season running spring to early fall. A skeleton crew of our best employees, based on the following attributes, not seniority, will be kept on during the winter months. Our growth depends on repeat as well as new customers who respond to a combination of our quality and well-maintained equipment, reasonable rates, the outstanding service they receive from our employees, and the overall satisfaction they get from their rental experience with us. We wouldn’t be in business without our customers, and we are obsessed with offering the best customer service in the business. We aren’t the biggest rental outfit in the valley, but we strive to be the best. We consider our employees a “team” and you are our most important asset.

Image

Image is very important to us. We wear our company shirts tucked in and in good condition. Stained, torn, or excessively baggy clothing is not acceptable. Proper covered footwear is required based upon the physical requirements of your job. You will be dealing with customers on a regular basis, and good hygiene is a requirement. Employees should bathe daily, wear clean clothes, and exercise good breathe hygiene.

Attitude

Our employees are expected to show up for work with enthusiasm and be consistently on time. We are not interested in “clock-watchers.” We expect our employees to ask us, “Is there anything else that needs to be done?” before ending each shift and clocking out. We are interested in people that care enough about our company and customers to “go the extra mile.” We encourage and reward our employees who take the time to offer suggestions that might make our company run more efficiently, service our customers better, increase our business, or save us time and money. We expect our company policy to be followed and respected. We expect our employees to take responsibility for their actions. Our employees must be self-disciplined so that our company can concentrate its efforts on supporting our employees and taking care of our customers. Our policy requires that customers receive thorough verbal instructions EVERY time they rent a piece of equipment. Employees must be able to a cheerful and pleasant demeanor even when the customer is less than receptive to the instructions. Grumbling, complaining, swearing, and arguing are not acceptable means of expression in our business.

Physical Work Environment

You will work both outdoors and indoors in all types of weather conditions including, sun, heat, cold, snow, and rain. Your job is physical, and requires frequent bending, grabbing, lifting, and moving and loading equipment. You will be on your feet all day, standing or walking and throughout the day you will need to be both pleasant and energetic. You will need to be able to load and unload equipment into and out of customers’ vehicles without damaging or scratching the vehicle or the equipment, and without injury to yourself. You will be required to service equipment and will be working around fuels, grease, and solvents. You will be cleaning equipment and the physical facilities daily should expect that on big jobs from time to time, employees will get wet, muddy, dirty and greasy. We encourage you to maintain goo physical and mental preparedness to enable you to perform you work duties in a consistent, high-performance-type manner.

Social Work Environment

We have a very social, caring, and outgoing staff. It is important that you are able to get along well with people and the rest of our staff to be a cohesive part of our “team.” Our company does not tolerate chronic complainers. All employees are expected to get along with each other. We do not tolerate personal complaints of fellow employees unless their actions make you feel uncomfortable or affect your ability to complete your work properly. We expect every employees to carry their weight and perform their responsibilities in an appropriate and professional manner. In return, we’re flexible, and we’ll support your growth both personally and professionally.

Required Skills

Employees are required to instruct customers in the correct and safe use of every piece of equipment in our store. In addition, customers will rely on employee’s advice and expertise to help them complete their project quickly and economically. Employee’s are expected to learn the correct usage, capabilities, and safety of all equipment. Employees are encouraged to use our equipment so that they may offer first-hand knowledge to customers. Minor mechanical ability is required to service and maintain equipment. Meticulous attention to detail and willingness to strictly adhere to instruction and procedures is a must. Employees are also expected to learn the service procedures for each piece of equipment as well as its operation.

Customer Service

As an employee of Dill Rental & Sales you are expected to offer polite, prompt, energetic, enthusiastic and courteous service with a smile. Our employees must have the ability to anticipate a customer’s needs before being asked. You will need to have the ability to be patient when confronted with a challenge, and to continually seek out knowledge of all our rental equipment and merchandise. Our employees are expected to act with a sense or urgency to our customers, whose time is valuable to them. The help they receive from our staff should be nothing less than immediate—nothing short of excellent. We strive to exceed our customer’s expectation for having come to our store. Our goal is to helping the customer select the equipment and provide instruction that will allow them to complete the job quickly, safely and with the least cost which will reward our customers with a memorable rental experience.

Summary

If you feel you have the above qualities and can work within the parameters of our company policy and work environment, we encourage you to complete our job application. Thank You!

Applicant’s Signature: _____ Date: _____



APPLICATION FOR EMPLOYMENT

An Equal Opportunity Employer

All applicants are considered without regard to race, color, gender, religion, national origin, age, marital or veteran status, mental or physical disability unrelated to job performance or any other legally protected status.

POSITION APPLYING FOR: _____ DATE: _____

PERSONAL INFORMATION

Legal name: First _____ Last _____ Middle Initial _____

Address: _____ Street _____ City _____ State _____ Zip code _____

Home Telephone: _____ Other Telephone: _____

E-mail: _____ Social Security #: _____

Driver's License #: _____ State: _____ Do you have a clean driving record? Yes No
(if position requires operation of a company vehicle)

Are you legally eligible for employment in the United States? Yes No

United States Visa status, if applicable: _____

Have you been convicted of a felony? Yes No

If yes, please explain circumstances: _____

Are you at least 18 years old? * Yes No

Date of Birth**: _____ / _____ / 19_____

*Due to the nature of our business, law requires applicants to be at least 18 years old.

**Providing birthdate is optional until an offer of employment is made.

POSITION INFORMATION

Position(s) applying for: _____ Salary desired: \$ _____

Are you able to perform the essential functions of the job? Yes No

Employment status desired: Full Time Part Time Temporary

What hours are you available to work? _____

If hired, when could you start? _____

How did you hear about this job? _____

EDUCATION

| Type of school | Name and Location | Dates Attended | Degree Received | Subjects Studied | Did you graduate? |
|----------------------|-------------------|----------------|-----------------|------------------|-------------------|
| High School | | | | | |
| | | | | | |
| College / University | | | | | |
| | | | | | |
| Graduate School | | | | | |
| | | | | | |
| Tech School | | | | | |
| | | | | | |
| Other | | | | | |
| | | | | | |

Special courses, training or experience acquired, including military experience: _____

SKILLS

| | | |
|-----------------------------------|-------------------|---|
| Clerical / Office skills | | |
| Computer skills | Name of software: | <input type="checkbox"/> PC <input type="checkbox"/> Mac <input type="checkbox"/> WPM |
| Languages | | |
| Other special knowledge or skills | | |

Please describe any other experience, abilities or skills that might be helpful in considering your application: _____

CERTIFICATION & AUTHORIZATION

I hereby certify that all statements made in this application are true and correct to the best of my knowledge and belief. I understand that any misrepresentations or omissions of facts in this application are grounds for disqualification from further consideration or for dismissal from employment.

I authorize the company to inquire into my educational, professional and past employment history references as needed to research my qualifications for this position.

If employed, I agree to conform to the rules, regulations and policies of the company. I understand that I will be an employee "at will" and either the company or I may terminate my employment relationship at any time for any reason not in violation of law.

I understand that I may be required to take a pre-employment drug screening test, and may be tested randomly throughout the term of my employment.

I hereby acknowledge that I have read and fully understand the forgoing and seek employment under these conditions.

Signature of Applicant

Date