

At GATR Truck Center, we believe in quality. From the trucks, truck parts and service we provide, to the people we employ. We are your three- time Volvo Dealer of the Year and we currently have five locations throughout Minnesota and Iowa to service our customers. We are looking for talented Lease/Rental Sales Representative to join our GATR of Elk River team.

Duties & Responsibilities will include but are not limited to:

- Compute charges for merchandise or services and receive payments.
- Recommend and provide advice on a wide variety of products and services.
- Answer telephones to provide information and receive orders.
- Greet customers and discuss the type, quality and quantity of merchandise sought for rental.
- Prepare rental forms, obtaining customer signature and other information, such as required licenses.
- Inspect and adjust rental items to meet needs of customer.
- Explain rental fees, policies and procedures.
- Communicate with customers by telephone or in person in order to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints.
- Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as actions taken.
- Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, and adjusting bills.
- Check to ensure that appropriate changes were made to resolve customers' problems.
- Contact customers to respond to inquiries or to notify them of claim investigation results and any planned adjustments.
- Refer unresolved customer complaints to designated departments for further investigation.
- Determine charges for services requested, collect deposits or payments, or arrange for billing.
- Complete contract forms, prepare change of address records, and issue service discontinuance orders, using computers.
- Other projects and tasks as assigned by supervisor

Qualifications and Skills

- At least 1 year of customer service experience required
- Sales experience preferred
- High School diploma or equivalent required
- Basic computer skills including Microsoft Word, Excel, Outlook required
- Customer service skills, dealing with people, flexibility, phone skills, team player

GATR Truck Center offers a full benefit package which includes: Medical insurance, Dental insurance, Life insurance, Short and Long Term Disability, Health Savings Account, Employee Assistance Program, Paid Holidays, Paid Time Off, and a hard to beat 401k plan!

We have a monthly bonus incentive program, as well as a \$2000 Hiring Bonus!

GATR is an Equal Opportunity Employer

Job Type: Full-time