



## Tool CSR (Customer Service Representative)

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Reports to: Tool Store Manager

### Job Description

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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 have a drive to work hard, but know how to have fun. Then keep reading...

Peoria Rentals is looking for a Tool Customer Service Representative to fulfill a position in our Peoria Tool & Equipment Department, at our Peoria Heights location. 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. In addition, this person will be one of the primary faces of the tool department and will work with people daily over the phone, in person, and via email to assist with their tool & equipment rental needs.

### Skills and Requirements

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- Do everything possible to serve our customers well (phone, email and face to face).
- Use your knowledge to meet the customer needs with the right tool in a timely fashion.
- Teach the customer how to use equipment.
- Check customers in upon return and inspection of equipment in their presence.
- Help customers load and unload equipment as needed, including assistance with chains and straps.
- Make 100% sure that all inventory is ready to rent at all times.
- Clean and service all returned equipment.
- Keep your assigned areas clean, organized and impressive.

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

921 E War Memorial Dr  
Peoria Heights, IL 61616  
[Careers@PeoriaRentals.com](mailto:Careers@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: \_\_\_\_\_

If no, are you legally authorized to work in the United States? YES NO

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

Are you over the age of 18? YES NO

### Education

High School: \_\_\_\_\_ Address: \_\_\_\_\_

Course of studies: \_\_\_\_\_ Did you graduate? YES NO Diploma: \_\_\_\_\_

College: \_\_\_\_\_ Address: \_\_\_\_\_

Course of studies: \_\_\_\_\_ Did you graduate? YES NO Diploma: \_\_\_\_\_

Other: \_\_\_\_\_ Address: \_\_\_\_\_

Course of studies: \_\_\_\_\_ Did you graduate? YES NO Diploma: \_\_\_\_\_



## Military Service

Branch: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Rank at Discharge: \_\_\_\_\_ Date of Discharge: \_\_\_\_\_

What type of training or education did you receive in the military? \_\_\_\_\_

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## 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: \_\_\_\_\_

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