



Account Manager Job Description

Overall Responsibility:

The Account Manager will maintain and continue to grow strong relationships with current clients while increasing business and assisting the Events and Operations Teams to ensure all events are executed to Client's We are looking for someone who is highly motivated, a self-starter, and thrives in an active sales environment. Position reports to the Director of Sales.

Account Manager Key Areas of Duties and Responsibilities

- Account Managers will maintain and build strong relationships with current and prospective Clients.
- Work closely with the Events Team and the Operations Team to ensure that all details of event orders are executed to Company standards and Client expectations.
- Account Managers will acquire and maintain knowledge of existing and ever-growing rental inventory in their applications.
- Achieve and exceed all Sales Goals.
- Account Managers will possess a full understanding of Company Pricing Structure.
- Account Managers will manage all inquiries that are received.
- Account Managers will extensively prepare quotes and reservations.
- Provide excellent customer service and maintain close relationships with clients.
- Account Managers will retain and manage Clients within assigned Accounts through consistent contact.
- Account Managers will attend Industry Events.
- Offer Company propositions, create urgency, and close business in a timely fashion.
- Account Managers will resolve Customer concerns in a positive and efficient manner.
- Manage payments and final Billing/Invoices.
- Additional responsibilities may be assigned to the Account Manager as needed.

Education and Experience

- Bachelor's degree a plus
- A least 2 years of prior Sales experience, preferably within the Events/Hospitality Industry.

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- Will also have prior experience/knowledge of event rentals, event furniture/decor, catering equipment, tenting, etc.
- Account Managers must have solid listening, negotiating, and closing skills.
- Exceptional communication and interpersonal skills are a must.
- Must possess a strong attention to detail, with the ability to Multi-Task in a fast-paced, ever-changing environment.
- Must have high energy.
- Account Manager must be outgoing and friendly, with the ability to work with like-minded individuals in a creative environment.
- Proficiency with Word, Excel, and PowerPoint is a plus.
- Some travel is required.

Key Competencies

- Organized, focused, detail oriented
- Work and time management skills – ability to multitask is essential
- Assertive “take charge” attitude with diplomacy
- Positive attitude
- Adaptability and flexibility
- Stress tolerance
- Teamwork and collaboration
- Initiative
- Judgment and problem solving
- Accountable
- Deadline oriented
- Works well independently
- Energetic and enthusiastic

If you agree with the above responsibilities and do not require any accommodations, please sign and return to the Human Resources Department.

Employee

Date

Driver

Responsibilities include, but are not limited to:

- Work with Operations Department and Dispatch Team to execute daily delivery and pick-up.
- Interact with clients on-site and provide excellent customer service to ensure that the clients order is complete and accurate.
- Loading and unloading of trucks on-site, including product ranging from linens and China to greenery and furniture.
- Delegate expectations and order details with the delivery team while on site
- Work as scheduled based on company requirements and as needed, including weekends
- Perform daily pre and post DVIR inspections on company trucks

Requirements:

- Have experience driving up to 24' trucks.
- Valid CA Driver License and a clean DMV record.
- Must always wear the proper PPE (hard hat, steel toes, gloves, safety glasses)
- Must be able to effectively communicate in English, the ability to speak another language is a plus
- A friendly and courteous attitude, and a professional appearance.
- Punctuality and dependability.
- Ability to follow detailed instructions.
- Ability to lift and carry a minimum of 50 pounds throughout an entire shift
- Knowledge of San Francisco/Bay Area is a plus

X _____

Signature

X _____

Date

X _____

Printed Name

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— EVENT RENTALS —

EVENT COORDINATOR

Responsibilities include:

- Answer phone calls and assist customers
- Coordinator UPS Orders (mailing, etc)
- Preparation of client service quotes
- Maintain knowledge of rates, and all products offered
- Prepare memos, quotes, reservations and sales reports
- Acquire and maintain knowledge of existing and ever-growing rental inventory and their applications
- Constant client communication to confirm monthly/weekly orders
- Focuses on the up-sale of the company products and services where applicable
- Assist other Event Consultants and Sales Executives when needed
- Provide overall excellent customer service
- Support Operations, Inventory, HR and Leadership Team as needed

Qualifications and Experience:

- Bachelors degree a plus
- Event industry/hospitality experience with knowledge of event rentals, event furniture/décor, catering equipment, tenting is a plus but not required
- Strong interpersonal skills
- Self-starter with the ability to prioritize and multi-task in a fast-paced office
- Ability to follow detailed instructions, work under pressure and communicate in a professional manner
- Outgoing and friendly personality with a strong desire to work with other like-minded individuals in a positive, creative environment

Key Competencies:

- Organized, focused, detail oriented
- Work and time management skills – *ability to multitask is essential*
- Assertive “take charge” attitude with diplomacy
- Positive attitude
- Adaptability and flexibility
- Stress tolerance
- Teamwork and collaboration

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EVENT RENTALS

- Initiative
- Judgment and problem solving
- Accountability
- Deadline oriented
- Energetic and enthusiastic

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Employee

Date

Contact: lykam@standardeventrentals.com

Installer

Responsibilities include, but are not limited to:

- Work with your crew and Lead Driver to execute daily deliveries and pick-ups.
- Interact with clients on-site and provide excellent customer service to ensure that the clients order is complete and accurate.
- Loading and unloading of trucks on-site, including product ranging from linens and China to greenery and furniture.
- Work as scheduled based on company requirements and as needed, including weekends

Requirements:

- Ability to work in a team environment
- Must always wear the proper PPE (hard hat, steel toes, gloves, safety glasses)
- Must be able to effectively communicate in English, the ability to speak another language is a plus
- A friendly and courteous attitude, and a professional appearance.
- Punctuality and dependability.
- Ability to follow detailed instructions.
- Ability to lift and carry a minimum of 50 pounds throughout an entire shift
- Knowledge of San Francisco/Bay Area is a plus

X _____

Signature

X _____

Date

X _____

Printed Name



Inventory Control Assistant

Overall Responsibility:

Develops a schedule for purchasing of supplies and consumable items. Primary point of contact for Inventory issues. Assists with all aspects of rental and consumable inventory. Being a Inventory Control Assistant they create STB's and input the missing or damaged items into the Intellievent. They track items that are being rented in the future and schedule cycle counts weekly to confirm counts of Inventory to assure accurate Inventory.

Key Job Functions:

- Work with Inventory Specialist and department managers to arrange for disposal, recycling, or donation of damaged product, retired items, and non-Standard Event Rentals product.
- Work directly with Department Managers and Operations Manager to maintain ideal levels of supplies, tools, and other consumable items.
- Check Supply Request Log daily and purchase items as needed; use data to proactively order supplies in advance to prevent last minute needs.
- Research alternative vendors and supplies to control costs.
- Ensure all counts for tools and other supplies are accurate in Intellievent (e.g., pallet jacks, hand trucks, vacuums, etc.)
- Coordinate physical counts as needed for all non-rental inventory items.
- Responsible for providing accurate, current data on non-rental inventory for purchasing decisions.
- Assist other functions of Inventory Control including not available items, repairs, rental inventory purchases, sub-rentals, shortages, etc. as needed

Daily Tasks:

- Track supply order quantities and make recommendations on ordering supplies in advance
- Check purchase orders to anticipate deliveries and work with departments to ensure items are received into inventory as quickly as possible
- Audit the STB's to assure that the items being reported as missing are truly missing, so we can definitively say that when we are charging for missing items it is missing. Report to Inventory Specialist that items are being written off, so items can be ordered for replenishment.
- Ensure all information on Intellievent inventory items is correct and up to date



If you agree with the above responsibilities and do not require any accommodations, please sign and return to the Human Resources Department.

Employee Signature

Date

Contact: lykam@standardeventrentals.com