



American Rental Association

2018 Compensation and Benefits Survey

CONFIDENTIAL SURVEY FORM

Please return by October 15, 2018, for participation
or go to www.ARACompSurvey.com to complete online.

We want to thank you for participating in the 2018 Compensation and Benefits Survey! The survey is very easy to fill out, and the more ARA members who participate, the more valuable the final report will be to you and the entire industry! By participating, you can help paint a complete picture of the current equipment rental industry's employee compensation and benefits package offerings. Help us make this report one of your most powerful personnel management tools. Please note this survey is **completely confidential**, as ARA has commissioned **Industry Insights** to handle the study. All participating companies will receive a free electronic copy of the report, valued at \$200, as well as a custom individual **Company Compensation Report** showing their company's compensation alongside the appropriate industry comparatives.

All participants will receive access to an interactive online searchable results tool. This tool will allow you to run custom reports of the survey results aggregated by criteria YOU select. Your custom reports can then be downloaded to an Excel, Word or PDF file.

Multiple-location businesses: If the compensation package differs considerably at your various branches, please consider copying this survey and completing it for each location.

When completing this survey, consider the major responsibilities of your employees and match them to the most appropriately listed position title. For example, your dispatcher may have the title of delivery coordinator/driver and may be required to assist with deliveries; however, the most important tasks are those of a dispatcher. Please do not indicate a salary or wage in more than one category. Also, disregard the positions not pertinent to your rental business.

1. What region is your business located in?

- | | | |
|--------------------------------------------------------------------|------------------------------------------------------------------|--------------------------------------------------|
| 1-1 <input type="checkbox"/> Region 1 (CT, ME, MA, NH, NY, RI, VT) | 5 <input type="checkbox"/> Region 5 (IL, IN, KY, MI, OH, WI) | 9 <input type="checkbox"/> Region 9 (CA, HI, NV) |
| 2 <input type="checkbox"/> Region 2 (DE, DC, MD, NJ, PA, VA, WV) | 6 <input type="checkbox"/> Region 6 (IA, KS, MN, MO, NE, ND, SD) | 10 <input type="checkbox"/> Region 10 (Canada) |
| 3 <input type="checkbox"/> Region 3 (AL, FL, GA, MS, NC, SC, TN) | 7 <input type="checkbox"/> Region 7 (AZ, CO, NM, UT, WY) | |
| 4 <input type="checkbox"/> Region 4 (AR, LA, OK, TX) | 8 <input type="checkbox"/> Region 8 (AK, ID, MT, OR, WA) | |

2. Approximately what was your company's total gross rental revenue in your most recent fiscal year?

\$ _____²

3. Please indicate the percentage of your total rental operating revenue attributed to each category:

- | | | |
|------------------------------------------|---------|--------------|
| a. Construction/Industrial | _____ % | ³ |
| b. Party and Event | _____ % | ⁴ |
| c. General Tool | _____ % | ⁵ |
| d. Other | _____ % | ⁶ |
| Total Rental Operating Revenue (a+b+c+d) | 100% | |

4. What size community is your company located?

- | | |
|--------------------------------------------------------------------------------|---------------------------------------------------------------------|
| 7-1 <input type="checkbox"/> Major metro area (more than 1 million population) | 3 <input type="checkbox"/> Small city (25,000 to less than 100,000) |
| 2 <input type="checkbox"/> Moderate size city (100,000 to 1 million) | 4 <input type="checkbox"/> Town of fewer than 25,000 or rural area |

5. How do you think your company will change over the next two years with regard to each of the following?

- | | Decrease | Unchanged | Increase |
|-----------------------------------------|--------------------------|--------------------------|----------------------------------------|
| Number of full-time employees | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> ⁸ |
| Number of permanent part-time employees | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> ⁹ |
| Number of seasonal employees | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> ¹⁰ |
| Number of total employees | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> ¹¹ |
| Employee turnover rate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> ¹² |
| Money spent on employee recruitment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> ¹³ |
| Money spent on employee training | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> ¹⁴ |
| Money spent on employee benefits | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> ¹⁵ |

6. Compared with 2017, have compensation and benefits: 16-1 Decreased 2 Increased 3 Stayed the same

Salaried Positions

For more detailed descriptions of the salaried positions, go to Page 8.

Salaried Positions	Number of Employees	Average Annual Base Salary	Average Annual Bonus & Commission*	Typical Tenure for Position		Starting Salary		Personal use of company vehicle
				Record in years		Please record the starting salary for this position, if available		
Owner/CEO/President	17	\$ 40	\$ 60	#	81	\$	102	<input type="checkbox"/> Yes <input type="checkbox"/> No 123
COO/CFO/EVP	18	\$ 41	\$ 61	#	82	\$	103	<input type="checkbox"/> Yes <input type="checkbox"/> No 124
Vice President	19	\$ 42	\$ 62	#	83	\$	104	<input type="checkbox"/> Yes <input type="checkbox"/> No 125
General Manager	20	\$ 43	\$ 63	#	84	\$	105	<input type="checkbox"/> Yes <input type="checkbox"/> No 126
Store/Branch Manager	21	\$ 44	\$ 64	#	85	\$	106	<input type="checkbox"/> Yes <input type="checkbox"/> No 127
Assistant Store/Branch Manager	22	\$ 45	\$ 65	#	86	\$	107	<input type="checkbox"/> Yes <input type="checkbox"/> No 128
Marketing Manager	23	\$ 46	\$ 66	#	87	\$	108	<input type="checkbox"/> Yes <input type="checkbox"/> No 129
Controller/Accounting Manager	24	\$ 47	\$ 67	#	88	\$	109	<input type="checkbox"/> Yes <input type="checkbox"/> No 130
Human Resources Manager	37	\$ 38	\$ 68	#	89	\$	110	<input type="checkbox"/> Yes <input type="checkbox"/> No 131
Outside Sales Manager/Director	25	\$ 48	\$ 69	#	90	\$	111	<input type="checkbox"/> Yes <input type="checkbox"/> No 132
Safety Manager	26	\$ 49	\$ 70	#	91	\$	112	<input type="checkbox"/> Yes <input type="checkbox"/> No 133
Inside Sales Manager/Director	27	\$ 50	\$ 71	#	92	\$	113	<input type="checkbox"/> Yes <input type="checkbox"/> No 134
Fleet Manager/Purchasing	28	\$ 51	\$ 72	#	93	\$	114	<input type="checkbox"/> Yes <input type="checkbox"/> No 135
Event Rental Consultant	29	\$ 52	\$ 73	#	94	\$	115	<input type="checkbox"/> Yes <input type="checkbox"/> No 136
Outside Salesperson	30	\$ 53	\$ 74	#	95	\$	116	<input type="checkbox"/> Yes <input type="checkbox"/> No 137
Director of Operations	31	\$ 54	\$ 75	#	96	\$	117	<input type="checkbox"/> Yes <input type="checkbox"/> No 138
Operations Manager	32	\$ 55	\$ 76	#	97	\$	118	<input type="checkbox"/> Yes <input type="checkbox"/> No 139
Network Administrator	33	\$ 56	\$ 77	#	98	\$	119	<input type="checkbox"/> Yes <input type="checkbox"/> No 140
Warehouse Manager	34	\$ 57	\$ 78	#	99	\$	120	<input type="checkbox"/> Yes <input type="checkbox"/> No 141
Service/Parts Manager	35	\$ 58	\$ 79	#	100	\$	121	<input type="checkbox"/> Yes <input type="checkbox"/> No 142
Credit and Collections Manager	36	\$ 59	\$ 80	#	101	\$	122	<input type="checkbox"/> Yes <input type="checkbox"/> No 143

7. Average annual compensation increases for salaried employees: 2018 _____% ¹⁴⁴ Projected 2019 _____% ¹⁴⁵

8. What is your average turnover rate (see below for calculation) for management employees? _____ ¹⁴⁶

Turnover rate = number of separations ÷ average employment.

Average employment = (management employees on payroll at start of year + end of year) ÷ 2

*Commission pay is a fee or percentage allowed to a sales representative or an agent for services rendered. Bonus pay is a sum of money or equivalent given to an employee in addition to the employee's usual compensation.

Hourly Positions

For a more detailed description of the hourly positions, go to Page 8.

Full-Time Employees					Part-Time Employees				
Hourly Positions	Average Hourly Wage	Average Hours per Week	Typical Tenure for Position	Starting Hourly Wage	Average Hourly Wage	Average Hours per Week	Typical Tenure for Position	Starting Hourly Wage	
		Record the average number of hours worked per week during the year	Record in years (exclude seasonal help)	Please record the starting hourly wage for this position, if available		Record the average number of hours worked per week during the year	Record in years (exclude seasonal help)	Please record the starting hourly wage for this position, if available	
Administrative Assistant	\$ 147	# 171	# 195	\$ 219	\$ 243	# 267	# 291	\$ 315	
Bookkeeper	\$ 148	# 172	# 196	\$ 220	\$ 244	# 268	# 292	\$ 316	
Accounts Payable/Receivable Administrator	\$ 149	# 173	# 197	\$ 221	\$ 245	# 269	# 293	\$ 317	
Credit & Collections Administrator	\$ 150	# 174	# 198	\$ 222	\$ 246	# 270	# 294	\$ 318	
Payroll Administrator	\$ 151	# 175	# 199	\$ 223	\$ 247	# 271	# 295	\$ 319	
Counter Personnel	\$ 152	# 176	# 200	\$ 224	\$ 248	# 272	# 296	\$ 320	
Service Technician Supervisor/Foreman	\$ 153	# 177	# 201	\$ 225	\$ 249	# 273	# 297	\$ 321	
Service Technician IV - Master or Highly Advanced	\$ 154	# 178	# 202	\$ 226	\$ 250	# 274	# 298	\$ 322	
Service Technician III - Senior	\$ 155	# 179	# 203	\$ 227	\$ 251	# 275	# 299	\$ 323	
Service Technician II - Intermediate	\$ 156	# 180	# 204	\$ 228	\$ 252	# 276	# 300	\$ 324	
Service Technician I - Entry Level	\$ 157	# 181	# 205	\$ 229	\$ 253	# 277	# 301	\$ 325	
Dispatcher/Delivery Team Leader	\$ 158	# 182	# 206	\$ 230	\$ 254	# 278	# 302	\$ 326	
Delivery Personnel	\$ 159	# 183	# 207	\$ 231	\$ 255	# 279	# 303	\$ 327	

Full-Time Employees					Part-Time Employees				
Hourly Positions	Average Hourly Wage	Average Hours per Week	Typical Tenure for Position	Starting Hourly Wage	Average Hourly Wage	Average Hours per Week	Typical Tenure for Position	Starting Hourly Wage	
		Record the average number of hours worked per week during the year	Record in years (exclude seasonal help)	Please record the starting hourly wage for this position, if available		Record the average number of hours worked per week during the year	Record in years (exclude seasonal help)	Please record the starting hourly wage for this position, if available	
CDL Driver	\$ 160	# 184	# 208	\$ 232	\$ 256	# 280	# 304	\$ 328	
Delivery Assistant	\$ 161	# 185	\$ 209	# 233	# 257	\$ 281	# 305	\$ 329	
Warehouse Personnel	\$ 162	# 186	\$ 210	# 234	# 258	\$ 282	# 306	\$ 330	
Operations Helper (Laborer)	\$ 163	# 187	\$ 211	# 235	# 259	\$ 283	# 307	\$ 331	
Equipment Preparation Supervisor	\$ 164	# 188	\$ 212	# 236	# 260	\$ 284	# 308	\$ 332	
Equipment Preparation Personnel	\$ 165	# 189	\$ 213	# 237	# 261	\$ 285	# 309	\$ 333	
Linen/Dish Preparation Supervisor	\$ 166	# 190	\$ 214	# 238	# 262	\$ 286	# 310	\$ 334	
Linen/Dish Preparation Personnel	\$ 167	# 191	\$ 215	# 239	# 263	\$ 287	# 311	\$ 335	
Tenting Manager/Crew Chief	\$ 168	# 192	\$ 216	# 240	# 264	\$ 288	# 312	\$ 336	
Tent Crew Member	\$ 169	# 193	\$ 217	# 241	# 265	\$ 289	# 313	\$ 337	
On-Site Production Team Leader	\$ 170	# 194	\$ 218	# 242	# 266	\$ 290	# 314	\$ 338	

9. How much of a WEEKEND differential do you pay? \$ _____.³³⁹ or _____%³⁴⁰

10. How much of an EVENING/AFTER-HOURS differential do you pay? \$ _____.³⁴¹ or _____%³⁴²

11. Average hourly rate increases in: 2018 _____%³⁴³ Projected 2019 _____%³⁴⁴

Health Insurance Practices

1. If your company provides a health care plan, please indicate what type(s). (Check all that apply)

- Traditional Indemnity (e.g., Blue Cross type) PPO Other _____
 HMO Point of Service (POS) None
 Self-insured High-deductible Health Plan/HSA (Health Savings Account)

2. Your company's percentage increase for health care costs in 2018 over 2017: _____ % ³⁵³

3. Please indicate the percentage of the health care premiums that are paid by the company versus employee:

	Employee Coverage Only	Family Coverage
Company pays	% ³⁵⁴	% ³⁵⁶
Employee pays	% ³⁵⁵	% ³⁵⁷
Total	100%	100%

4. Does your company provide Flexible Spending Accounts? Yes No ³⁵⁸

Other insurance benefits:	Fully Paid by Company	Partially Paid by Company	Fully Paid By Employee	Not Provided
Short-term Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ³⁵⁹
Long-term Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ³⁶⁰
Dental Benefits	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ³⁶¹
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> ³⁶²

Retirement Plans

1a. Does your company offer a retirement plan? Yes No ³⁶³

1b. If "yes," what types: (Check all that apply.)

- Defined Benefit Plan (Pension) Profit-sharing plan SIMPLE 401(k)
 401(k) plan SEP IRA Other _____
 RRSP—Canada Simple IRA ³⁶⁹

401(k)/RRSP Plans

2a. If your company offers 401(k)/RRSP plans, does your company match employee contributions? Yes No ³⁷²

2b. If "yes," what are the terms for matching? (Check only one.)

- 100% match, maximum % of employee pay matched (e.g., 100% match up to 3% of pay) _____% ³⁷³⁻¹
 50% match, maximum % of employee pay matched (e.g., 50% match up to 3% of pay) _____% ³⁷⁵
 Other matching terms _____ ³⁷⁴

Vacations/PTO and Holidays

1. Does your company offer vacation or Paid Time Off (PTO) days? Vacation PTO ³⁷⁶ ³⁷⁷

2. Number of Days of Paid Vacation/PTO Per Year (Indicate "0" if none. Do not leave blank.)

	Salaried Employees	Hourly Employees
Less than 1 year on job	³⁷⁸ Days	³⁸⁴ Days
1 year	³⁷⁹ Days	³⁸⁵ Days
2-5 years	³⁸⁰ Days	³⁸⁶ Days
6-10 years	³⁸¹ Days	³⁸⁷ Days
More than 10 years	³⁸² Days	³⁸⁸ Days
Number of Paid Holidays Per Year	³⁸³ Days	³⁸⁹ Days

3a. Can unused vacation/PTO carry over to the next year? Yes No ³⁹⁰

3b. If "yes," how many days? _____ ³⁹¹

4. Do employees receive compensation for unused vacation/PTO days? Yes No ³⁹²

Sick and Other Leave

If your company has a PTO plan that includes sick leave, please skip to question 7.

1. Number of Days of Paid Sick Leave Per Year (Indicate "0" if none. Do not leave blank.)

	Salaried Employees		Hourly Employees	
		Days		Days
Less than 1 year on job	393		398	
1 year	394		399	
2-5 years	395		400	
6-10 years	396		401	
More than 10 years	397		402	

2. If provided for "All" or "Some" employees, is there a formal written policy? 403 Yes No
3. Check here if your company has no limit on the number of paid sick days allowed per year. 404
4. Can sick days accrue and carry over to the next year? 405 Yes No
5. Do employees receive compensation for unused sick days? 406 Yes No
6. Does your company provide personal days? 407 Yes No
7. Is bereavement leave paid for? 408 Yes No
 If "yes," how many days? Immediate family _____ 409 Other family _____ 410

Waiting Periods

Waiting Period for benefits:

- Retirement Plans: _____ days 411
- Healthcare Plans: _____ days 412
- Vacation: _____ days 413

Other Benefits

	Full-Time Employees			Part-Time Employees		
	Is Fully Paid by Company	Is Partially Paid by Company	Is Not Provided	Is Fully Paid by Company	Is Partially Paid by Company	Is Not Provided
Uniforms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 414	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 422
Furnished tools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 415	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 423
Employee party/outing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 416	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 424
Employee recognition program	<input type="checkbox"/>		<input type="checkbox"/> 419	<input type="checkbox"/>		<input type="checkbox"/> 427
Rewards for suggestions used that benefit the business	<input type="checkbox"/>		<input type="checkbox"/> 420	<input type="checkbox"/>		<input type="checkbox"/> 428
Other _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 421	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> 429

Salespersons

1. Does your company provide: (Check all that apply)

- 430 Company vehicle 431 Company cell phones 432 Company laptop/tablet 433 New business development incentives

Professional Development

1. Does your company offer development training programs for:

- 434-1 Salespersons 442 Service Technicians 443 Managers 444 Others _____

2. Does your company offer career ladder/tracks for:

- 435-1 Salespersons 445 Service Technicians 446 Managers 447 Others _____

3. Does your company post jobs internally?

- 436-1 Yes No

4. Does your company offer tuition reimbursement?

- 437-1 Yes If yes, \$ per year \$ _____ 438 2 No

5. Does your company reimburse for trips to conventions/seminars?

- 439-1 Yes No

6. Does your company offer referral bonuses?

- 440-1 Yes If yes, how much? \$ _____ 441 2 No

Recruiting & Retention

1. Average time to fill executive/senior management position (in days)

_____ 448

2. Average time to fill management position (in days)

_____ 449

3. Average time to fill non-management position (in days)

_____ 450

4. Where has your institution had the most success recruiting new employees? (Check only one)

- 451-1 Local Publication 3 Internet/Website 5 Other _____
2 Recruiter 4 Employee Referrals

5. What pre-employment screening tools does your institution use to evaluate candidates?

	Always	Sometimes	Never	
Reference check.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	452
Employment verification.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	453
Social media check.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	454
Background check.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	455
Credit check.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	456
Fingerprinting.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	457
Drug testing.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	458
Other.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	459

6. What benefits/compensation is your institution using to attract employees? (Check all that apply)

- 460 Higher than market average salary 465 Additional medical benefits
461 Signing bonus; If so, what is the average percentage of the base salary? _____% 462 466 Additional vacation
463 Incentive compensation 467 Stock options
464 Flexible work schedule 468 Other _____

7. What new benefits/compensation is your institution using to retain employees? (Check all that apply)

- 469 Unscheduled salary adjustment 472 Incentive compensation 475 Additional vacation
470 One-time bonus 473 Flexible work schedule 476 Stock options
471 Referral bonus 474 Additional medical benefits 477 Other _____

Thank you for your participation!

PLEASE DO NOT SEND YOUR COMPLETED SURVEY TO ARA

To assure strict **confidentiality**, Industry Insights will assign a confidential code number for your business. At that point, all information is handled anonymously. (No one at American Rental Association or anyone else outside Industry Insights will ever have access to any individual data.) Return your completed form to Industry Insights, 6235 Emerald Parkway, Dublin, OH 43016 no later than October 15, 2018. You can also fax your completed survey form to 614-389-3816.

Organization Name _____ Phone (_____) _____

Street Address _____

City _____ State/Province _____ ZIP/Postal Code _____

Person to receive your free report _____ Email: _____

Person to contact with questions about data _____ Email: _____

Position Descriptions

SALARIED

- Owner/CEO/President** Provides strategic leadership. Establishes long-range goals, strategies, plans and policies. Assists senior executives with their responsibilities.
- COO/CFO/EVP** Oversees long-term budget planning and costs to ensure activities align with the strategic plan. Establishes yearly goals and assesses financial performance.
- Vice President**..... Creates, communicates, implements and evaluates the organization's vision and direction. Supervises and evaluates managers.
- General Manager** Oversees all aspects of the operation, including personnel, sales, safety/risk management, inventory and financial budgets.
- Store/Branch Manager** Manages daily operations, including sales, inventory, loss prevention, safety/risk management and the budget. Hires, schedules and oversees employee training.
- Assistant Store/Branch Manager** Assists with daily operations, including sales, inventory, loss prevention, safety/risk management and expense control. Trains and supervises staff.
- Marketing Manager**..... Develops and manages marketing and public relations campaigns designed to improve performance and expand market share. Establishes and preserves brand identity.
- Controller/Accounting Manager**..... Responsible for accounts receivable, accounts payable, budgeting and payroll. Prepares financial statements and ensures accurate and timely reporting.
- Human Resources Manager** Develops and administers human resources functions, including recruitment, benefits and personnel procedures.
- Outside Sales Manager/Director** Leads outside sales team and is responsible for setting and meeting goals. Supervises and coaches sales staff.
- Safety Manager**..... Develops safety and training programs to ensure compliance with health and safety laws and regulations.
- Inside Sales Manager/Director** Leads sales team and is responsible for setting and meeting goals. Supervises and coaches sales staff.
- Fleet Manager/Purchasing**..... Negotiates prices and purchases all materials, supplies, equipment and services. Manages inventory and purchase records.
- Event Rental Consultant**..... Works with clients to coordinate and execute events. Directs in-house services and contracts outside services as necessary.
- Outside Salesperson**..... Generates new and repeat business through sales calls and visits. Builds strong relationships with customers and keeps them updated on products and services offered.
- Director of Operations** Monitors current processes and procedures and supervises the operations crew. Ensures efficiency and compliance with pertinent laws and regulations.
- Operations Manager**..... Trains and manages the operations crew. Manages day-to-day activities and workflow. Maximizes efficiency and productivity.
- Network Administrator**..... Provides technical and administrative support for LAN using operating systems and a variety of application software.
- Warehouse Manager** Directs warehouse operations. Monitors space and stock levels. Supervises staff and meets productivity targets.
- Service/Parts Manager** Works with suppliers to balance quality and cost. Manages parts mix and inventory levels to ensure equipment is properly maintained and demands are met.
- Credit and Collections Manager**..... Manages the credit and collections department. Handles staffing and training.

HOURLY

- Administrative Assistant** Provides administrative support to management. Fields telephone calls, receives visitors and performs other clerical tasks.
- Bookkeeper**..... Maintains daily accounting records, posts debits and credits, generates checks and invoices, and handles payroll.
- Accounts Payable/Receivable Administrator**..... Records financial transactions. Sends out invoices and pays financial obligations or processes incoming payments.
- Credit & Collections Administrator**..... Contacts customers with delinquent accounts to collect past-due balances.
- Payroll Administrator**..... Performs all activities necessary to process payroll. Maintains related records and files tax reports.
- Counter Personnel** Provides excellent customer service and is knowledgeable about company's products and services. Assists with reservations, contracts and orders. Processes cash and credit transactions.
- Service Technician Supervisor/Foreman** Supervises technicians as they repair and service equipment. Responsible for training and ensuring safety procedures are followed.
- Service Technician IV - Master or Highly Advanced** Repairs and services all equipment with little supervision. Is highly skilled and demonstrates independent judgment.
- Service Technician III - Senior**..... Services and repairs complex equipment with limited supervision.
- Service Technician II - Intermediate** ... Performs preventive maintenance and minor equipment repairs.
- Service Technician I - Entry Level** Performs service and maintenance tasks. Makes minor repairs to equipment.
- Dispatcher/Delivery Team Leader** Prepares daily delivery schedule and assigns routes to drivers.
- Delivery Personnel**..... Works with dispatcher and delivery assistant to load, deliver and unload equipment.
- CDL Driver**..... Drops off and picks up equipment for customers. Operates trucks and trailers consistent with DOT classifications.
- Delivery Assistant** Works with dispatcher and delivery personnel to load, deliver and unload equipment.
- Warehouse Personnel**..... Helps delivery personnel load and unload equipment. Performs shipping and receiving functions. Performs janitorial responsibilities as assigned.
- Operations Helper (Laborer)** Assists operations personnel.
- Equipment Preparation Supervisor** Supervises placement of returned equipment, deliveries and customer pickups. Ensures equipment is washed according to manufacturer specifications and company policies.
- Equipment Preparation Personnel**..... Cleans and prepares equipment for restocking and pickup.
- Linen/Dish Preparation Supervisor** Ensures linens/dishes are properly maintained. Supervises and assists linen/dish department staff.
- Linen/Dish Preparation Personnel**..... Operates washers, dryers and mangles. Prepares inventory for restocking.
- Tenting Manager/Crew Chief** Ensures proper equipment is loaded and safety procedures are followed. Supervises and assists the tent installation crew with setup and teardown.
- Tent Crew Member** Works to install tents and related equipment in a safe, timely manner. Helps delivery personnel load and unload vehicles.
- On-site Production Team Leader** Supervises crew and assists with on-site installation of tents and accessories. Coordinates sales representatives, tent crews, delivery personnel and outside vendors.

For descriptions of various positions, go to ARARental.org.