

Rental Department Associate

Island Home Center & Lumber – Vashon Island

Island Home Center & Lumber is seeking a **full-time Rental Department Associate** to join our team. This role combines customer service, retail sales, and equipment rental operations. The ideal candidate has hands-on mechanical skills, retail experience, and enjoys working in a fast-paced, team-oriented environment.

Responsibilities

Customer Service & Sales

- Provide exceptional service by greeting and assisting customers in a friendly, approachable manner.
- Answer questions, resolve concerns, and advise customers on rental equipment and retail products.
- Process reservations, quotes, rental transactions, and contracts.
- Offer add-on sales when appropriate to meet customer project needs.
- Operate registers, cut keys, fill propane, and assist with loading products.

Rental Operations

- Check equipment in and out with customers, inspecting for damage, fuel levels, and missing parts.
- Perform routine inspections, maintenance, and repairs on rental equipment (lawn mowers, chain saws, string trimmers, etc.).
- Track rental inventory, availability, and maintenance schedules.
- Ensure equipment is safe, clean, and ready for rental use.
- Coordinate deliveries and pick-ups when needed.

Retail & Store Support

- Stock shelves, maintain displays, and keep retail floor clean and organized.
- Assist in other areas of the store as needed, supporting overall team goals.
- Maintain shop, rental yard, and common areas to operational and safety standards.

Team & Department Support

- Work closely with the Rental Manager to support rental operations.
 - Assist with training new staff and maintaining proper rental department staffing.
 - Help track inventory, order parts and supplies, and maintain accurate records.
 - Follow all company policies, safety procedures, and compliance standards.
-

Qualifications

- Mechanical aptitude and ability to repair and maintain small equipment.
 - Retail sales and/or customer service experience preferred.
 - Ability to self-manage tasks while supporting a team environment.
 - Basic computer skills and ability to learn point-of-sale systems.
 - Strong communication and problem-solving skills.
 - Flexibility to work weekends and holidays as needed.
-

Benefits & Perks

- Competitive hourly wage: **\$18 – \$25/hour (DOE)**
 - Medical, Dental, Vision, Life Insurance
 - Health Savings Account (with company contribution)
 - 401(k) with matching funds
 - Paid Time Off (PTO) – 72 hours annually
 - Employee assistance program
 - Employee discount
 - Paid ferry fares for off-island commuters
 - On-the-job training and career growth opportunities
-

Schedule

- Full-time (5x8 / 8-hour shifts)
- Day shifts with weekend availability required
- In-person role (no remote work)