



EMPLOYMENT OPPORTUNITY

Company Name: SIM Group - PS Production Services
Position Title: Rental Coordinator
Location: 8301 Eastlake Drive, Burnaby BC
To apply: Please submit a resume and cover letter to HR@simgroup.com

PS Production Services is looking for a Rental Coordinator to organize the movement of our rental Lighting, Grip, Camera Support and Power Distribution equipment to our clients.

If you have experience in the TV & Film industry, shipping coordination experience, and thrive in a high paced environment, this could be the role for you! Preference will be given to candidates with previous Rental House experience.

PRIMARY DUTIES AND RESPONSIBILITIES:

- manage work counter activities, maintaining on-going contact with the PS team to ensure that orders are processed in a timely and accurate
- adjust rental orders in ERP system. Review orders for comprehensiveness. Identify shortfalls or substitutions to the CSR. Make changes to rental orders as required and according to CSR instruction
- print pick and return sheets
- ensure communication with customer is comprehensive and timely
- be fully aware of contract details and to respond to any queries
- ensure that all information is appropriately processed and filed for efficient access/shipping
- in conjunction with the CSR, reconcile returned items to appropriate order(s)
- assist in the co-ordination of the delivery activities
- participate in the Company's on call rotation, as required

QUALIFICATIONS:

- 2 years of practical experience (e.g., Shipping & Receiving, Film Set, Repair, etc.) or equivalent
- basic knowledge of rental operations
- Ideal: basic technical and operational knowledge of lighting, grip or cable equipment as applicable, and how it connects with other component parts
- knowledge of production office protocol
- good oral and written communication
- working knowledge of Microsoft Office and high proficiency in database systems

- attention to detail

JOB COMPLEXITIES:

- organize and prioritize workload/issues in order to cope with high volume
- ensure accuracy, often working with incomplete or confusing information
- maintain communications during times of high work volume
- maintain temperament during times of high stress and customer complaint
- accurately complete equipment damage assessments and reconciliations on a timely basis

WORKING CONDITIONS AND PHYSICAL EFFORT:

- Work is normally performed in a typical warehouse environment
- Some physical effort required (i.e. some lifting of supplies and material)
- Long hours sitting and using office equipment and computers
- Overtime may be required
- Some exposure to external weather elements