

<b>Job Title:</b>	Rental Asset Coordinator
<b>Line Manager:</b>	Rental Asset Manager
<b>Core Hours Required:</b>	37.5 hours per week
<b>Probationary Period:</b>	3 months
<b>Salary Band:</b>	From £30,000
<b>Last Updated:</b>	May 2025

### **What makes Neg Earth different and what we can offer you?**

Founded in 1983 by Dave & Pip Ridgway, Neg Earth Lights is a family-owned lighting and rigging equipment supplier for the entertainment industry. We are based at our purpose-built state-of-the-art facilities in Park Royal, London. Every day is different and brings new and exciting challenges. We have a commitment to a sustainable future for the live events and touring industry, one that sparks real emotions and long-lasting memories whilst creating a sense of belonging for our team.

With over 40 years' experience of investing in the latest equipment, in our people, and in our relationships, we encourage ingenuity, creativity, and the exploration of new ways to collaborate.

From concept to delivery, our team takes great pride in our reputation for innovation, quality, and reliability. We seek to invest in the latest and best equipment and ensure everything, from flight cases to truss is maintained to the highest standard. We are forward thinking and flexible, making the complex, simple and the simple, exceptional. No matter the size or scale of the project we take pride in our consistency and customer focused approach.

Your training and development take centre stage; from your first day with us we will encourage and support you throughout your career. Our NELL Academy training programmes support your wellbeing and ensure you have the skills and knowledge to excel in your role. Our Leadership programmes enable your managers to help you succeed and our competencies guide your development enabling you to realise your full potential. We create an inspirational environment rewarding employees for their hard work.

Our vision is one that is sustainable for Neg Earth Lights, our Team, the Live Events Industry, and the Planet. With us, everything is possible, and we strive to ensure every member of our team is acknowledged and can take pride in their delivery of projects.

### **Is Neg Earth the right fit for you?**

We are looking for self-motivated individuals with plenty of initiative who use their ability to develop strong relationships to deliver exceptional customer service. Working proactively and collaborating with others to overcome problems and resolve issues.

Our reputation for excellence requires attention to detail and a high level of accuracy combined with a natural curiosity around what makes things work.

If you like to immerse yourself in exciting and challenging environments and work both independently and as part of a diverse team, then Neg Earth Lights could be the place for you.

### **Job Overview:**

The Rental Asset Coordinator is a dynamic role that requires a blend of equipment knowledge, account management, negotiation skills, attention to detail, and an understanding of the live event equipment market trends. The ideal candidate will be responsible for supporting the fulfilment of dry hire orders, ensuring equipment availability, accurately recording data, and maintaining the highest level of service quality.

**Key Responsibilities:**

- Customer request management: Serving as the first point of contact for customer inquiries. Assess customer needs and provide prompt and accurate responses to all requests.
- Order Facilitation: Efficiently processing rental orders, ensuring that all customer requirements are met. If the exact request cannot be fulfilled, proactively offer suitable alternatives.
- Negotiating rental terms with customers, ensuring clarity and fairness in all agreements.
- Warehouse Liaison: Working closely with the warehouse team to handle any special requests and ensure that specific customer needs are addressed. Coordinate with logistics to guarantee that orders are prepared and dispatched as per customer specifications.
- Ensuring availability of rental stock by monitoring inventory levels and predicting customer needs.
- Recording details and data accurately for each transaction to maintain impeccable records.
- Returns: when equipment is returned verifying that the correct amount has been returned and assess the condition of the items.
- Taking timely action to correct any discrepancies or damages, including billing adjustments or equipment repairs.
- Timely and accurate billing: Working with the finance team to ensure that all customer billing is correct.
- Utilising market knowledge and stock availability to recommend alternative solutions to customers when necessary.
- Customer Satisfaction: Ensure a high level of customer satisfaction by providing exceptional service and support throughout the rental process.
- Supporting inventory management and assisting with tracking shortages

**Qualifications and Knowledge:**

- Strong administration experience
- Strong negotiation and customer service skills
- Proficiency in data entry

**Essential skills and behaviours**

- Interest in the Live events and touring industry
- Experience in a client facing/customer service focused role
- Effective communication and people skills.
- Detailed focussed and excellent organisational skills
- Creative thinker with diagnostic problem-solving abilities
- Relationship builder and team player
- Honesty and reliable work ethic
- Flexible and the ability to adapt and overcome challenges.
- Microsoft 365 experience
- Knowledge of lighting and rigging equipment is desirable
- Account management experience is desirable
- Experience in inventory management software is desirable