



EASTERN EFFECTS, INC. JOB POSTING

Equipment Rental Agent & Inventory Software Administrator

Position Title

Equipment Rental Agent & Inventory Software Administrator

About Eastern Effects, Inc.

Eastern Effects, Inc. has been operating since 1999 (27 Years) servicing the tri-state film and television industry. We provide lighting, grip, electrical distribution, rigging equipment, generators, and truck rentals as well as film and television studios since 2009. We are a friendly and fun work environment that works with a wide range of film and television clientele from Netflix, Paramount & HBO, all the way to student films.

Eastern Effects' mission is to provide service that exceeds our customer's expectations, deliver equipment of only the highest quality, and sustain a business founded on accountability, integrity, and good communication. We are proud to serve the motion picture, television, live event, and production industries with high-quality lighting, grip, rigging, electrical distribution equipment, and related services on location and in our studio facilities.

Summary

Reporting to the Senior Operations Manager, the Equipment Rental Agent and Inventory Software Administrator performs two roles at the organization:

- **The Equipment Rental Agent** side of the position determines the equipment rental needs of potential and existing customers. Rentals of lighting, electrical distribution, grip, and rigging equipment, as well as trucking, are coordinated by the Agent. In addition to coordinating sub-rentals of any missing equipment required to fulfill the job, the Agent also handles the logistics of crew check-outs and check-ins, as well as trucking, driver, and potential location crew coordination. The Agent works to meet the customer's equipment needs and budget requirements by negotiating on pricing within overall guidelines. Customer service, timely follow-through, and overall satisfaction are at the forefront of the Agent's responsibilities.
- **The Inventory Software Administrator** side of the position maintains and oversees the equipment asset management software (known as RentalWorks). This software tracks all of Eastern Effects, Inc.'s equipment inventory, repairs, purchase orders, and customer billings. This position requires the ability to learn and adapt to database-driven software. There is a dotted line (functional) reporting responsibility to the Managing Partner and Senior Operations Manager regarding database management, inventory, and financial data reporting.

Essential Functions

Equipment Rental Agent

- **Account Management:** Manage customer accounts by monitoring email and responding to all phone orders. Prepare customer quotes, contracts, and responses to customer inquiries. Assess customer needs and budget, offering equipment and service alternatives where appropriate. Negotiate overall pricing. Provide ongoing customer service throughout the rental process through job completion. Process order changes as necessary. Follow up on returning orders, including the safe return of sub-rented equipment. Process billing and invoices for losses/damages.
- **Order Production:** Produce orders, paying special attention to delivery dates, existing inventory levels, truck sizing, and specific job needs. If required, schedule rental of non-owned items through sub-rentals and negotiate sub-rented equipment pricing using our vendor network.
- **Order Coordination:** Initiate adjustments to existing orders as necessary; liaise with the order fulfillment department, transportation departments, and other members of the rental management team.
- **Feedback & Industry Trends:** Address customer feedback (both positive and negative) with management and sales team members. Apprise management of evolving customer and industry trends.
- **Other Tasks:** Complete special projects and other duties as assigned by management.

Inventory Software Administrator

- **User Support & Training:** Onboard new hires and deliver ongoing training on RentalWorks software; troubleshoot day-to-day user and data issues.
- **System Optimization:** Maintain and update software and compatible hardware to ensure peak operating performance.
- **Vendor & Platform Liaison:** Work with software developers to test and implement new features; continuously evaluate emerging technologies for long-term business improvements.
- **Catalog Architecture:** Collaborate across departments to organize inventory, maintain accurate pricing, and standardize templates, categories, and sub-categories.
- **Auditing & Reconciliation:** Lead annual inventory reconciliations to guarantee data accuracy and accountability.
- **Reporting & Purchasing Insights:** Generate quarterly and custom financial/inventory reports; analyze inventory shortages and present purchase recommendations to management.
- **E-Commerce & Website Maintenance:** Assist with desktop publishing for the main website and manage content for the upcoming online ordering platform.
- **General Support:** Assist management with ad-hoc projects and assignments as needed.

Competencies

- **Communication:** Exchanges both routine and complex information with all levels of staff as well as customers. Presents information clearly, concisely, and in a timely manner. Clear, concise, and competent communication is essential for this position.
- **Initiative & Results:** Demonstrates initiative and delivers results when setting work priorities and executing ongoing projects.
- **Written & Verbal Skills:** Strong written and verbal communication abilities.
- **Detail-Oriented:** Exceptional attention to accuracy and detail.

- **Problem Solving:** Solves problems effectively and in real-time.
- **Teamwork:** Works effectively and cooperatively with team members, management, and other departments to serve the customer.
- **Execution:** Sees all tasks through to completion with thorough follow-through.
- **Product Knowledge:** Keeps product knowledge current to best fulfill client needs.

Experience / Educational Requirements

- **Required Education:** High School Diploma/GED required; College degree preferred.
- **Customer Focus:** Commitment to the highest level of customer support and response.
- **Interpersonal Skills:** Consistently personable, friendly, outgoing, and positive demeanor.
- **Industry Experience:** 5+ years of relevant experience in the technical or production side of the motion picture industry desired for the Equipment Rental role; significant on-set experience is acceptable.
- **Technical Knowledge:** Strong practical knowledge of grip and lighting equipment, along with 1–2 years of experience working in a warehouse environment. Ability to recommend equipment to technical and non-technical clients and advise on equipment use and substitutions.
- **Software Proficiency:** Proficient in Microsoft Office products (Excel in particular), RentalWorks or similar database software programs (preferred, but not required), and website CMS platforms (WordPress in particular).
- **Licensing:** Valid Driver's License required for occasional on-the-job driving responsibilities.

Benefits

Medical, Dental, Vision, 401K eligible after mandatory probationary period

Exempt Status: Non-Exempt

Dotted Line (Functional): Managing Partner

Date: July 2026

Salary Range: \$32 - \$40 per hour

Reports To: Senior Operations Manager

Location: 150 South Main Street, Wood-Ridge, NJ, 07075

Supervisory Status: Non-Supervisory

Physical Requirements

- Prolonged periods sitting at a desk and working on a computer.
- Ability to see and hear within normal parameters.
- Communication skills using the spoken and written word.
- Finger dexterity to manipulate objects (e.g., keyboard, calculator, copier, etc.).
- Office and desk work environment, as well as warehouse environment with physical work to be expected.

Position Type / Expected Hours of Work

This is a full-time position. Hours of work are Monday – Friday varying 8:00 AM - 4:00PM or 9:00 AM – 5:00 PM. Occasional early openings, late stays, and overtime work may be required based on operational demands.

How to Apply

Interested candidates should complete the Application for Employment, which is a separate document. If you cannot find the document please request our support. Interested candidates should submit their resume

along with the application as well as any relevant supporting materials which can be emailed to info@easterneffects.com when complete.

The Company is an equal opportunity employer, drug-free workplace, and complies with ADA regulations as applicable.

This job posting and description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.

To perform this job successfully, the employee(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an at will relationship.

All applicants are considered for all positions without regard to race, religion, color, sex, gender, sexual orientation, pregnancy, age, national origin, ancestry, physical/mental disability, medical condition, military/veteran status, genetic information, marital status, ethnicity, alienage or any other protected classification, in accordance with applicable federal, state, and local laws. By completing this application, you are seeking to join a team of hardworking professionals dedicated to consistently delivering outstanding service to our customers and contributing to the financial success of the organization, its clients, and its employees. Equal access to programs, services, and employment is available to all qualified persons. Those applicants requiring accommodation to complete the application and/or interview process should contact a management representative.