



EASTERN EFFECTS, INC. JOB POSTING

Equipment Rental Agent & Warehouse Operations Supervisor

Position Title

Equipment Rental Agent & Warehouse Operations Supervisor

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.

Position Summary

Reporting to the Senior Operations Manager, the Equipment Rental Agent & Warehouse Operations Supervisor 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 Warehouse Operations Supervisor** side of the position oversees all logistics of the equipment warehouse and is responsible for coordinating and prioritizing the workflow of the Order Fulfillment Department staff. This includes ensuring the facility stays organized, streamlined, clean, and safe. Specific responsibilities encompass equipment and expendables inventory management, loss and damage handling, quality control, maintenance and repair flow, and sub-rental management with outside vendors. The Warehouse Operations Supervisor ensures facility safety and compliance while fostering positive client engagement. As the primary point of contact for visiting clients, vendors, and industry affiliates, the Supervisor ensures the team delivers a professional, enjoyable, and memorable customer experience.

Autonomy & Decision-Making: A high degree of latitude and autonomy is provided for this position, including independent decision-making authority as trust and familiarity with operations are established.

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.

Warehouse Operations Supervisor

- **Team Supervision & Fulfillment:** Directly supervise and coordinate the daily activities of the order fulfillment staff and assist visiting customers. Oversee the execution of order picking, packing, returns, check-in, and restocking.
- **Quality Control & Restock:** Oversee and conduct regular spot checks on equipment package presentation (organization, care, and cleanliness), customer support services, and inventory restocking.
- **Traffic & Loading Bay Safety:** Direct incoming and outgoing vehicle traffic within the facility, maintaining an orderly and safe environment in the loading bay.
- **Emergency & After-Hours Response:** Participate in the management of the company's after-hours customer support and emergency response program.

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 & Warehouse Knowledge:** Strong practical knowledge of grip and lighting equipment, along with 1–2 years of experience working in a warehouse environment for the Warehouse Operations Supervisor role. 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.

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.).
- Ability to perform daily physical tasks, including lifting up to 50 pounds.
- Office and desk work environment, as well as warehouse environment with physical work to be expected.

Benefits

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

Exempt Status: Non-Exempt

Reports To: Senior Operations Manager

Dotted Line (Functional): Managing Partner

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

Date: July 2026

Supervisory Status: Supervisory

Salary Range: \$35 - \$42 per hour

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.