

THE TOOL BOX

A Bi-Monthly Newsletter for Herc Rentals Professional Technicians

Technician Keeps Cool When the Heat is On



Charles "Eric" Mitchell's military background provided him with many of the skills needed to be a successful member of Team Herc. Now, an A technician with our ProSolutions team in Pittsburgh, PA, Mitchell uses those skills to maintain and repair a wide range of equipment and often assists with on-site setups, service calls and troubleshooting for other Herc Rentals branches.

Mitchell joined Team Herc in 2015 after serving 14 years in the United States Air Force as an Aero Space Ground Mechanic. After joining the military in Texas, Mitchell was stationed at Misawa AFB in Japan where he attended airman leadership training school.

He was then sent to Moody AFB in Georgia before heading to Kandahar, Afghanistan where he supported Black Hawk aircraft in search and rescue operations.

He would later serve at Kunsan AFB in South Korea where he ran hazmat training and base safety inspections earning the outstanding unit award for his programs. He wrapped up his

career in the military at McGuire AFB in NJ where he served as production support for AGE flight inspections.

Now a shop tech, Mitchell uses his skills to maintain or repair a wide range of ProSolutions equipment like generators, pumps, desiccants, heaters, air conditioners and more, explained Jason Barber, ProSolutions branch manager.

"He's always so helpful with customers and the branch," Barber said. "He never turns down an opportunity to assist in on-site setups, service calls, or troubleshooting with other Team Herc members."

Central Field Service Manager Leads by Example

Thomas Hougas started his career at Herc Rentals 16 years ago as a technician.

Now, a central field service manager based in Marietta, GA, Hougas leads a team of eight that covers the entire Atlanta market, including Herc Entertainment Services.

"Every day Thomas goes above and beyond to make sure our customers have the equipment needed to keep working," said Jason Magnus, the Atlanta Pool's central operations manager.



Thomas Hougas, started his career as a technician. Now as central field service manager at location 9393 in Marietta, GA, he oversees a team of eight that covers the Atlanta market as well as Herc Entertainment Services.

From his first day with the company, Hougas always seems to rise to the challenge.

"He started as a technician then worked himself up to shop supervisor then to central field service associate then to central field service manager," Magnus added.

As a manager, Hougas is firm, fair and expects the best out of his team. "He has excellent knowledge of our equipment, leads by example and has his team's back. He brings confidence to all in the Atlanta pool."

TECHNICIANS SPOTLIGHT



Joshua Mendoza

Job Title: Field Service Technician A

Branch: 9412, South Houston, Texas

Years at Herc Rentals: 6.5 years

Favorite Part of the Job: "I enjoy the opportunity to come into work and learn something new every day."

Fun Fact: "I love getting to teach people about our equipment and how it works."

Favorite Piece of Gear to Work on: "I really enjoy working on backhoes. The fact that it's a multi-function machine that can do several different jobs intrigues me. It's always interesting trouble shooting and resolving issues."

Accomplishments: "I have a perfect driving record."

"Josh is a shining example of what it means to be a team player. He is always willing to help out others, whether they're customers or team members. Whenever a new piece of equipment or program is introduced to the branch, he's usually the first person waiting to learn everything he can about it and then share what he knows with the team. He also takes time to make sure team members and customers fully understand operation instructions, repair procedures, or any other pertinent information. When Josh is around, you'll never have to ask, 'Why?' because he'll explain everything to you in a relatable way." – Sean Poe, Assistant Branch Manager, Houston, TX



James "Jim" Doeling

Job Title: A Technician

Branch: 9449, Midland, TX

Years at Herc Rentals: 13 years

Certifications: 310 T Truck and Coach, 310S Passenger Vehicle Ontario Red Seal

Favorite Part of the Job: "Working with all my friends."

Fun Fact: "I play guitar and write music."

Favorite Piece of Gear to Work on and Why: "The 9,000 and 10,000 pound forklifts because of the capabilities they have."

Accomplishments: "I'm happy to be a big part of our branch's success."

"Jim is the smiling face that greets you when you walk in the shop. His dedication to his job is impeccable and he is an asset in the training of our new team members. He has been a staple at this branch for years and I love hearing stories about him from the many employees who have had the chance to work alongside him." – Stephanie Alberti, Branch Manager, Midland, Texas

Wrench to Worksite Coverage

Welcome to The Toolbox. The purpose of this newsletter is to highlight our mechanics who make our company a success. Do you have a cool story from the field? Does a fellow tech deserve some praise for going above and beyond the call of duty? If you have items to share, email us at fieldsupportcommunications@hercrentals.com. Just add your name and phone number in case we need to reach you.



Safety Tip:

Better Housekeeping Leads to Safer, More Pleasant Workplace

A critical element of safe workplaces are good housekeeping practices.

By keeping floors and surfaces clean, removing dust, and organizing process areas, you can assist in injury prevention, improve productivity, morale, and make a good impression on visitors.

The following “Safety Thought” from the company’s Senior Safety Director Bill Cobb comes to mind when thinking about housekeeping/safety.

Safety Thoughts – Changing Ourselves

“Maybe we see that our branches are strewn with debris (broken pallets, trash, etc.) or there are cracks or holes in our yards. We see and pass these issues and curse those who created them, but which of us is ready to do something about it? We may ask, ‘But what can I do? I just work here.’”

Our safety program incorporates housekeeping, and every team member has a role in its success.

Key Points:

- Good housekeeping can help prevent injuries and improve productivity.
- Every team member has a role in housekeeping, including personal workspaces.
- Housekeeping should be an ongoing process, not a one-time practice.

Long Island Field Service Technician Helps New Yorkers Remain on the Move

Every weekday morning Anthony Cordiale, a field service A technician at location 9192 in Farmingdale, NY, leaves his home at 4:30 a.m. and arrives at the branch while most are still sleeping.

Immediately, he gets to work by repairing or performing maintenance on milling machines and backhoes – two pieces of equipment our customer, the NYC Department of Transportation, uses to tear up old asphalt.

“Each day, we have about two or three that need attention and Anthony has them up and running before the rest of us even start our day,” Mike Vermillion, central field service supervisor, said from our branch in Newark, NJ.

Six years ago, Cordiale started his career with Herc Rentals as a B shop technician, Vermillion said. “Now we would like to recognize him for his dedication to our largest customer, the NYC Department of Transportation. His flexibility to work is ideal for the DOT’s operation. And his technical knowledge is another reason he’s our go-to guy for the DOT.”

That commitment to customer service, Vermillion said, is appreciated. “He can always be counted on.”



Anthony Cordiale, a field service A technician, based on Long Island, started his career at Herc Rentals as a B shop technician six years ago. He now spends the early morning hours repairing or performing maintenance on milling machines and backhoes.

Improving Efficiency, Customer Relations and Fixing Things, All Part of a Day’s Work for Allentown, PA, Technician



Alan Burkhardt, a field service A technician, gets it done whether its keeping equipment in working order, making deliveries, providing superior customer service or serving as the branch’s safety champion.

As the only road technician in Allentown, Alan Burkhardt has many roles to play – all of them vital.

“He’s our only road technician,” explained Mike Montesano, our company’s branch manager in Allentown. “We currently have more than 150 pieces of equipment with two of our national automation accounts. Not only does Al keep these jobs and equipment up and running, but he also answers the call for any other service needs.”

Since joining the company eight years ago, Burkhardt “routinely goes above and beyond for Herc Rentals and Team Allentown,” Montesano said. “He has helped us grow some of our local accounts through relationships he has built up and through his knowledge and dedication to our customers.”

A team player, Burkhardt frequently provides suggestions on how to improve efficiency and is always willing to help whether it’s hopping in the rollback to make deliveries when he’s not making service calls or serve as the branch’s safety champion, Montesano added.

“He takes all of his roles here seriously and without reservation,” Montesano said.



Attn: Communications
 27500 Riverview Center Blvd
 Bonita Springs, FL 34134

NOV/DEC 2020 TECHNICIAN NEWSLETTER

We're always looking for good people and good technicians like you.
Remember, if you refer a friend, you could earn \$2,500.

Herc Rentals Technicians Open Positions:

POSITION TITLE	LOCATION	RECRUITER
Field Service Mechanic	TN Nashville Murfree (ABB)	Samantha Hall
Field Service Mechanic	LA Kenner Airline (126)	Samantha Hall
Field Service Mechanic	WA Fife 20thE (AJD)	Brittanie Phelan
Field Service Mechanic A	ON Tecumseh 5225Cty (B1X)	Gabrielle Grimblat
Field Service Mechanic A	TX FtWorth NHwyI35W (AGN)	Tara O'Connor
Field Service Mechanic A	CA Riverside LaCaden (AHW)	Joshua McEwen
Field Service Mechanic A	TX McKinney (556)	Tara O'Connor
Field Service Mechanic A	CO CommerceCity 96 (AGU)	Maya Mungo
Field Service Mechanic A	NE Omaha Center (AGD)	Brittanie Phelan
Field Service Mechanic A	TN Memphis Brooks (AEQ)	Samantha Hall
Field Service Mechanic A	CA SantaMaria Orcutt (AIB)	Joshua McEwen
Field Service Mechanic A	AZ Gilbert Baseline (AHT)	Brittanie Phelan
Field Service Mechanic A	TX TexasCity Hwy146 (AEV)	Tara O'Connor
Mechanic A	GA Norcross I-85N (ADT)	Maya Mungo

POSITION TITLE	LOCATION	RECRUITER
Mechanic A	VA Roanoke Patterson (ABF)	Maya Mungo
Mechanic A	LA BatonRouge Airlin (AFV)	Samantha Hall
Mechanic A	MO StLouis Market (AGI)	Tara O'Connor
Mechanic A	VA Richmond Burge (ACA)	Maya Mungo
Mechanic A	NC Charlotte Westinghouse	Maya Mungo
Mechanic A	TX SanAntonio White (AFC)	Robert Lister
Mechanic A	CA UnionCity Atlan (AJI)	Joshua McEwen
Mechanic A	TX Austin A/PBlvd (AFF)	Tara O'Connor
Mechanic A	CA Indio Industrial (AIC)	Joshua McEwen
Mechanic A	CA Ventura Market (AIA)	Joshua McEwen
Mechanic A	FL Jacksonville Phil (AEM)	Samantha Hall
Mechanic A	CA Taft Black Gold (AJH)	Joshua McEwen
Mechanic B	TX DeerPark Clay (AFE)	Tara O'Connor
Mechanic B	FL RivieraBeach Blue (AEC)	Samantha Hall

Visit careers.hercrentals.com for all open positions.

