

THE TOOL BOX

A Bi-Monthly Newsletter for Herc Rentals Professional Technicians

Munoz Gets a Charge Out of Finding Solutions and Helping Others

Troubleshooting, fixing, and improving things are what Francisco Munoz does professionally and at home for fun.

Whether it's repairing the latest piece of Volvo equipment at his Union City, CA, branch, responding to a customer in the field, or at home building a thumping car audio system, Munoz's quest to make things better never seems to stop.

Jeremy Vierra, the Benicia, CA, branch manager has witnessed the field service technician's thirst for more knowledge firsthand.

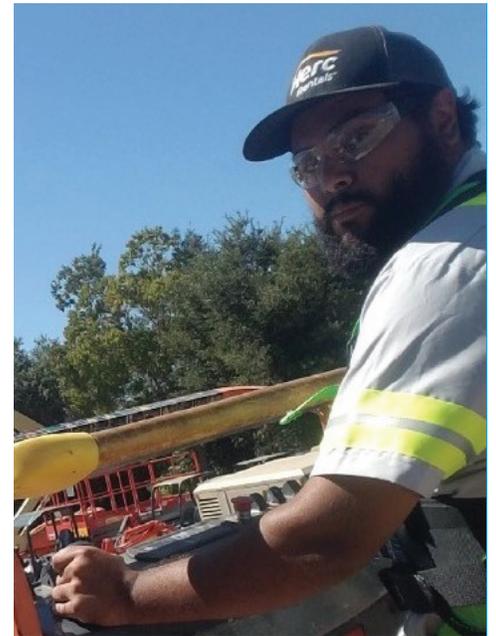
Recently, Munoz received a service call regarding charging issues on the JLG X600AJ compact crawler boom lift. "These units are equipped with 22 lithium batteries and a 12V battery," Vierra explained. Francisco paired up with another field technician to diagnose the issue. After re-charging all of the batteries, it was determined the crawler's battery management system needed to be replaced. "Although this service call took longer than

expected, he was able to gain valuable knowledge on this particular model and quickly spread the information to the other technicians in his branch."

With just two years under his belt at Herc Rentals, Munoz has proven to be a valuable asset at the branch. Whether assisting field technicians or ensuring customers are completely satisfied by making a conscious effort to see each service call through from beginning to end, including the relay of detailed information back to the dispatcher for accurate documentation.

While Munoz says his favorite part of the job is being out in the field and interacting with customers, tinkering with equipment and devices at work and around the home fascinate him.

"With the current pandemic in mind, he created hands-free hand sanitizer dispensers using motion sensors and tiny motors and mounted them next to the sinks in his house," said Vierra.



Francisco Munoz, a field service technician, likes to build vehicle audio systems in his spare time. His skills are so good, he plans to enter competitions to see who can build the best vehicle audio system around.



Field Service Technician Elieser "Junior" Romero is all about customer service, said Texas City, TX, Branch Manager Brian Sullivan.

"Junior" Romero Refuses to Rest Until Customers are Completely Satisfied

When Field Service Technician Elieser "Junior" Romero isn't busy fixing equipment, he's busy taking care of customers.

"Junior exemplifies the 'fire in the belly' attitude when it comes to taking care of customers. He provides solutions to problems at all levels and integrity is at the forefront of his service," said Texas City, TX, Branch Manager Brian "Sully" Sullivan. "In my short tenure - and getting to know Junior - he displays passion for the business and is committed to making sure the branch is successful as well as the company as a whole."

According to his teammates at the branch, Junior is a standout in his field and repeatedly goes above and beyond what's required of him. He's taken new techs under his wing, helped train them and show them the "Herc Way," and always takes time to talk to customers about his diagnosis of downed equipment.

"He has a true customer service mindset, and a never say no attitude," Sullivan added.

When he's at the shop and has his hands on equipment, Junior always completes a full diagnostic check to ensure equipment is in perfect working condition and is the mastermind behind the creation of the service call log that helps keep track of the service calls in the field.

"Every customer that he has dealt with has nothing but great things to say about him and they are always happy to hear that Junior is on his way," Sullivan added.

TECHNICIAN SPOTLIGHT



Paul Andrews
Field Service Technician A

Job Title: Field Service Technician A

Branch: 8515 - Saskatoon, SK

Years at Herc Rentals: Two

Certifications: Red Seal journeyman heavy duty technician, Skyjack, Genie, JLG, Hyster, Manitou and Skyjack Training

Favorite part of the job: “Troubleshooting and providing customers with solutions to problems.”

Do you have any fun facts about yourself that you’d like to share: “I always try to bring levity and calmness to any situation.”

What is your favorite piece of gear to work on and why: “I like working on all of it. The variety of our gear is why I work in the rental industry. The diverse fleet of gear we have all pose a different challenge.”

Accomplishments: “Raising two amazing kids!”

What makes Paul stand out at the branch: “Paul makes the workday more enjoyable with his personality and ease of approach. Customers enjoy his demeanor and professionalism when faced with the pressure of repairing a piece of equipment,” said Saskatoon Branch Manager Stan Wagner.

Do you have any story or experience to share: “The coolest experience I’ve had in my career is getting to work on TV and movie sets. I was able to work on the set of the Canadian sitcom ‘Corner Gas.’ Overall, the ability to travel across our territory and meet new customers is what I enjoy the most.”

“Paul has a customer-first approach to his work and it showed following a call from a customer who wanted a piece of equipment ready for a Monday morning pick up. Paul worked tirelessly all weekend to make sure it was ready. He gave up his entire weekend to put that customer’s needs first.” – Stan Wagner, Saskatoon, SK, branch manager.

Safety Tip:

Protect Yourself from Slips or Falls by Using Three Points of Contact

Falling while getting into and out of equipment, including vehicle cabs, can result in injury. It is a situation we are subjected to daily. Minor injuries can cost you and the company in terms of lost income and employee downtime, as well as impact to those who care about you.

To prevent this, all technicians should be utilizing three points of contact when accessing equipment or vehicles. Doing so can significantly reduce the chance of a slip or fall.

Three points of contact mean three of your four limbs are in contact with the vehicle, equipment and/or ground at all times, either two hands and one foot, or two feet and one hand. It also allows maximum stability and support by reducing the likelihood of slipping and falling. Our team

members should be utilizing three points of contact for the following, but not limited to, tasks:

- Climbing on to trailers or trailer decks
- Entering and exiting haul and service trucks
- Entering and exiting equipment when loading and unloading
- Entering and exiting equipment during service or repair work
- Climbing ladders to access items out of reach.

Remember you must always approach each of these tasks with caution and utilize the three points of contact process.



KUDOS KORNER

Hemphill Keeps Athens, GA, Branch Humming

Whatever needs to get done at the Athens, GA, branch, you can bet John Hemphill is on it.

For the past eight years, Hemphill, an “A” technician has been a leader, explained Athens’ Branch Manager Chris Britt. “He’s our lead technician handling our major deadline units along with our daily turns.”

The work he does around the branch also extends beyond equipment repair, Britt said.

“He’s great with our customers whether it’s in the yard or helping out on a job site,” Britt continued. “John’s also our Safety Champion for the branch and does a great job keeping everyone informed and making the branch a safer place. He is a vital part of the branch’s success and we look forward to many more years with us. He represents the gold standard to a T.”



When he’s not working at the branch, John Hemphill spends his free time on his family farm raising chickens and growing some of the best vegetables in North Georgia.

Decades of Experience Lifts Daum to the Top



Jay Daum, an “A” technician at the College Park, GA, branch, spends his spare time as a sound man for various touring bands. He also plays bass in a local band called Bad Hombres.

For nearly two decades, Jay Daum, an “A” technician at the College Park, GA, branch, has been working on forklifts, scissor lifts and everything in between.

“Jay has been an essential part of our success at this branch,” said College Park Shop Supervisor Scott King. “He’s always willing to do what it takes to get the job done. He frequently works late to ensure a machine is ready for an early morning rental.”

With multiple forklift and scissor lift certifications, Daum, has become the resident subject matter expert on the lifts, King said

From Intern to Technician, Scotty Kast Proves He Can Do It All

Scotty Kast started his career at Herc Rentals in 2016 as one of the company’s first technician interns in Jacksonville, FL.

He’s now a respected “B” technician at the company’s branch in Pensacola, FL, said Branch Manager Mickey Avirett. “While attending Jones Technical Institute, Kast continued working in the Jacksonville branch. Upon graduation, he was hired full-time.”



Scotty Kast, a “B” technician who started as one of the company’s first technician interns, is credited with keeping the Pensacola branch’s Fleet Unavailable for Rent (FUR) below 10%

After a short stint in Jacksonville, Kast transferred to Pensacola in 2018, Avirett said. “He is a key and intricate part of the inside technician team. At the branch, we have a goal to keep Fleet Unavailable for Rent (FUR) under 10%. Our current year-to-date average is 6.6%. Great Job Scotty for setting the bar.”



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

SEP/OCT 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	Samantha Hall
Field Service Mechanic	LA Kenner Airline	Samantha Hall
Field Service Mechanic	WA Fife	Brittanie Phelan
Lead Mechanic	TX Conroe	Tara O'Connor
Lead Mechanic	CA Bakersfield	Joseph Gunter
Mechanic A	NC Charlotte	Maya Mungo
Mechanic A	CA Union City	Joshua McEwen
Mechanic A	AR Little Rock	Samantha Hall
Mechanic A	CA Santa Maria	Joshua McEwen
Mechanic A	AL Madison	Samantha Hall
Mechanic A	TX Austin	Tara O'Connor
Mechanic A	CA Indio	Joshua McEwen
Mechanic A	IN Fort Wayne	Tara O'Connor
Mechanic A	CA Ventura	Joshua McEwen

POSITION TITLE	LOCATION	RECRUITER
Mechanic A	FL Jacksonville	Samantha Hall
Mechanic A	AB FtMcMurray MacKay	Gabrielle Grimblat
Mechanic A	CA North Hollywood	Joseph Gunter
Mechanic B	WA Bellevue 13200	Brittanie Phelan
Mechanic B	CA French Camp	Joshua McEwen
Mechanic B	NC Raleigh	Maya Mungo
Mechanic B	MS Tupelo	Samantha Hall
Mechanic B	OR Portland	Brittanie Phelan
Mechanic B	MD Upper Marlboro	Michelle Scalph
Mechanic B	FL Dania Beach	Samantha Hall
Mechanic C	NC Ayden	Maya Mungo
Mechanic C	OR Portland	Brittanie Phelan
Mechanic C	WA Moses Lake	Brittanie Phelan
Mechanic C	CO Henderson	Maya Mungo

Visit careers.hercrentals.com for all open positions.

