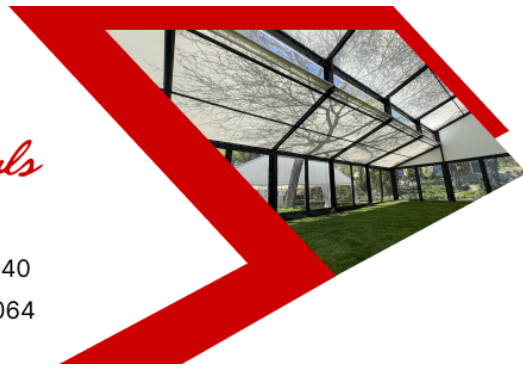




P.O. Box 467  
Kewaskum, WI 53040  
Phone: (262) 626-2064



# Quote & Operations Coordinator

**Full-Time** | **In-Office** | **\$18-\$22/hr** | **Entry Level**

## About JK Rentals

JK Rentals is a family-owned tent and event rental company serving Wisconsin, the greater Chicago area, and beyond. We specialize in temporary structures, clearspan and pole tents, flooring, lighting, climate control, and site support for weddings, corporate events, festivals, construction projects, and long-term rentals.

We're a small, hands-on team where everyone's work matters. We're a family-owned company and growing — investing in our systems, our people, and how we operate — and we're looking for someone who wants to be part of building that.

## The Opportunity

This is a ground-floor role at an active, growing company. You'll be the first point of contact for incoming leads and quote requests — and at the same time, you'll work directly with management to build out the internal systems that the whole team runs on.

We currently use IntelliEvent Lightning, a professional event rental management platform. It's running, but it's not fully built out. Part of your job is helping us close that gap — configuring workflows, building templates, setting up automations, and making sure information flows the way it should. You won't be doing this alone, you'll be doing it with support, and feedback from the team. No prior experience in tent or event rentals required. What matters is attitude, reliability, and the ability to learn. You'll be building this with us — not inheriting a finished system and trying to fit into it.

## What You'll Do

This role has two connected sides that work together every day.

### Customer Intake & Quote Support

- Answer incoming phone calls and respond to quote requests with a friendly, professional tone.
- Gather the details we need to quote a job: event type, location, dates, structure needs, site access, and timeline.
- Enter all lead and quote information into IntelliEvent — every request gets a record.
- Follow up with customers to collect missing information: maps, site photos, layouts, or event details.
- Keep every lead moving — send reminders, confirm receipt of materials, make sure no request goes cold.
- Hand off fully documented quote requests internally with everything they need to respond quickly.

### Internal Systems & Build-Out

- Work directly with the team to configure IntelliEvent: job types, client types, email templates, print templates, notification triggers, and user workflows.
- Help build the automated reminder system so the team gets the right prompts at the right time — follow-ups, map deadlines, logistics confirmations — without anyone having to remember.
- Partner with our warehouse supervisor to migrate kit and inventory data from spreadsheets into IntelliEvent, including a full tent and structure inventory project over the winter months.
- Write simple SOP (standard operating procedures) and process guides so workflows are trainable and repeatable.
- Test every workflow end to end before it goes live for the team.
- Over time: own IntelliEvent systems, train new team members, and refine processes as the business grows within it's systems. Take on travel scheduling for crews and serve as vacation support for quoting/pm when able. Many opportunities exist and your interests will be considered. If you like only office work, great. If you are leaning towards project management, we can help get you there.

## Who We're Looking For

The right person for this role is someone who:

- Shows up consistently and follows through — when you say you'll do something, it gets done.
- Is comfortable on the phone with customers — friendly, clear, and professional.
- Pays attention to details — you notice when something is incomplete and you fix it.
- Can learn software quickly — IntelliEvent is point-and-click, but you need to be willing to dig in.
- Takes direction well and asks good questions — you don't need all the answers on day one.
- Is organized and keeps things moving without being chased.
- Comes in without assumptions about how things "should" work — you'll be helping build the process, so a fresh perspective is an asset.

### Helpful background:

- Customer service, reception, or phone support
- Office administration, data entry, or scheduling
- Sales support or account coordination
- Event, hospitality, retail, or service industry
- Any role requiring strong communication and follow-through

## What Success Looks Like

**30 days:** You're handling intake calls alongside the team, you understand IntelliEvent at a basic level, and you've started on the first round of system configuration tasks.

**90 days:** You're independently managing the quote intake queue. Automated follow-up reminders are live. Email templates are being built. Kit inventory project is in full planning.

**6-9 months:** IntelliEvent is fully operational for the team. Every lead is tracked, every follow-up fires automatically, and the whole team knows what they need to do and when.

**1 year:** You've completed the winter inventory project. You're training new hires. You're the internal expert on how JK Rentals operates. The role has grown with you.

## The Details

- **Pay:** \$18–\$22/hr based on experience
- **Schedule:** Full-time, 40 hours/week, in-office
- **Location:** In-office (Kewaskum location)
- **Start:** We will be running interviews on a rolling basis and looking to onboard on or around July 6th.

## Why Join JK Rentals

- You'll work directly with management — your work goes straight to the people making decisions, and your ideas will actually be heard.
- You'll help build the playbook, not just follow one someone else wrote.
- Small, close-knit team that cares about doing things right.
- Real events: weddings, galas, corporate productions, large-scale tent installations, festivals.
- A role with a natural growth path — built-in, not just promised.
- A company actively investing in its systems, brand, and people.

## How to Apply

Send your resume to [ashley@jkrentals.com](mailto:ashley@jkrentals.com) or apply on JK Rentals website at <https://jkrentals.com/employment/quote-administration-coordinator/>.

No cover letter required. Include a short note — a few sentences — about what interests you about this role and what you'd bring to it. We want to hear how you think, not just how you format a document.

*JK Rentals is an equal opportunity employer. We welcome applicants of all backgrounds.*