



HAYDEN-MURPHY EQUIPMENT COMPANY

9301 E. BLOOMINGTON FREEWAY, MINNEAPOLIS, MN 55420 • 952-884-2301 • 800-352-2757

Rental & Parts Coordinator

Location: Elk River, MN

Position Type: Full-Time | Monday-Friday, 7:00 AM – 4:00 PM

Job Summary

Hayden-Murphy is seeking a motivated and customer-focused **Rental & Parts Coordinator** to support our Elk River location. This role is responsible for coordinating parts sales and order fulfillment, managing equipment rental contracts, assisting with service-related administrative tasks, and helping oversee facility operations.

The ideal candidate will serve as a key point of contact for customers and internal teams, ensuring a high level of service while supporting the daily operations of the branch. This position offers an excellent opportunity to contribute to business growth while working closely with customers, technicians, and management in a fast-paced, team-oriented environment.

Key Responsibilities

Parts Sales & Order Fulfillment

- Coordinate parts order fulfillment with customers and the Service Department through phone, email, and in-person interactions.
- Assist customers in identifying the correct parts and components for their equipment needs.
- Process parts orders accurately and efficiently while providing timely updates on order status.
- Utilize technical documentation, OEM resources, and other reference materials to ensure accurate part identification and ordering.

Equipment Rental Administration

- Manage and support the equipment rental process from start to finish.
- Create, maintain, and administer rental contracts and related documentation.
- Consult with customers to determine the most appropriate equipment and product solutions for their projects.
- Maintain communication throughout the rental period to ensure customer satisfaction and promptly address any concerns.
- Coordinate rental equipment check-in and check-out procedures in partnership with the Service Department.

Operational & Administrative Support

- Assist with service work order administration and related documentation as needed.
- Support the Service & Operations Manager with daily operational responsibilities and special projects.
- Deliver exceptional customer service and support to both internal and external customers.
- Adhere to all company safety policies, procedures, and regulatory requirements.



Facility Management

- Oversee facility operations, including building maintenance, opening and closing procedures, and property security.
- Help maintain a safe, organized, and professional work environment

Required Skills & Experience

- Basic mechanical aptitude and familiarity with equipment component terminology.
- Strong customer service, communication, and organizational skills.
- Ability to work independently while contributing effectively within a team environment.
- Positive attitude with a strong commitment to customer satisfaction.
- Ability to occasionally lift and/or carry parts weighing up to 50 pounds.

Preferred Qualifications

- Minimum one year of parts ordering experience, preferably within the heavy equipment, construction equipment, agricultural equipment, or related industries.
- Service technician experience may be considered in lieu of parts experience.
- Working knowledge of construction equipment components and systems, including:
 - Mechanical systems
 - Hydraulic systems
 - Electrical systems
 - Major structural and body components
- Experience using parts manuals, manufacturer resources, online catalogs, and technical documentation to accurately identify and order parts.

Why Join Hayden-Murphy?

At Hayden-Murphy, you'll become part of a team that values customer service, collaboration, safety, and professional growth. This role provides the opportunity to build strong customer relationships, contribute to operational success, and play an important role in supporting the construction equipment industry.

Additional Information

For more information, please contact:

Dustin Unruh

 dustin_unruh@hayden-murphy.com

 (763) 242-9201

Equal Opportunity Employer

Hayden-Murphy is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. Employment decisions are made without regard to race, color, religion, age, sex, national origin, disability, genetic information, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by applicable federal, state, or local laws.