

Hire & Sales Assistant

Permanent Full Time Role

Love the events industry, organising, customer service and a job that keeps you on your toes?

Festival Hire is seeking a passionate Hire & Sales Assistant to join our team in our growing business. This full-time position will suit someone who is friendly, energetic, bright and bubbly, with a positive and enthusiastic approach to their work.

Are you organised, confident in problem-solving and able to use your own initiative to get the job done? Have the ability to think on your feet, maintain a vibrant can-do attitude, demonstrate great attention to detail and work well under pressure to meet deadlines is essential.

Then this role may be the perfect fit for you!

- SKILLS and EXPERIENCE-

- The ideal candidate must have the ability to work under pressure, follow instructions, **initiative and excellent problem-solving skills** and have self-drive to work alone.
- Hold an **enthusiastic, positive & people focused attitude**
- Hold an **interest and/or experience within the event**, wedding & hospitality industry.
- Clear **communication skills**
- **Professional** manner and a **team player**
- Proven **reliability** - Someone who takes ownership of their responsibilities, follows tasks through to completion and can be counted on by both our team and our customers.
- **SUPERSTAR customer service skills** is a must!
- Previous work history – This is not an entry level position; previous work experience is required.
- Medium to high level of **computer skills** would be needed as the successful candidate will be dealing with email enquiries, data entry, management of the equipment booking system and updating the website when needed.
- Flexibility to adapt and resolve any issues quickly and efficiently.
- Ability to understand customer needs, recommend suitable products and identify opportunities to ensure a smooth event/hire experience.
- Open to **variety**. This is a varied, **hands-on role** that combines customer service and administration with practical work, including cleaning, checking and preparing hire equipment. You'll need to be comfortable switching between the computer, the showroom and the equipment processing areas throughout the day
- The ability to prioritize tasks under pressure with **strong attention to detail**, diligence and follow through.
- **Well-organised** and responsible with a talent in **problem-solving**
- The ability to show **flexibility, take initiative** and **work independently** with minimal direction, even when working to tight deadlines

DUTIES and RESPONSIBILITIES:

- Coordination of daily deliveries, events and collections
- Coordination of phone, email, website and walk in clients from enquiry, through booking to returns to ensure their hire experience is exceptional.
- Working closely with the Hire & Marketing Supervisor and other departments to ensure effective customer experience throughout the company.
- Coordination of equipment and stock levels including stock condition & record keeping.
- Cleaning & processing of equipment
- Checking equipment for damage, reporting faults and maintaining high presentation standards
- Some lifting of equipment will be required i.e lifting chairs, tables into client's vehicles.
- Shop floor retail sales & Helium balloon inflation
- Coordination of showrooms displays
- Management of retail stock levels
- Assisting other team members when appropriate for the benefit of the company

- ABOUT FESTIVAL HIRE -

Festival Hire is a family owned and operated business specialising in the Event and Marquee industry based in Masterton. We take great pride in our work to ensure all clients receive a high level of customer service and our equipment is always in excellent condition.

Being part of a small team means every role matters!

At Festival Hire, we work together to get the job done, and flexibility is key to our success. While you'll have your main areas of responsibility, there will be times when you'll need to roll up your sleeves, lend a hand and jump in wherever you're needed. Whether it's helping a customer, preparing equipment, supporting a teammate or tackling an unexpected challenge, having a positive, can-do attitude and being willing to pitch in makes all the difference.

We're looking for someone who understands that teamwork is about more than just your own job list, it's about supporting each other, taking initiative and doing what it takes to deliver a great result for our customers.

- HOURS -

Days of work are:

Weekdays - **Monday to Friday 8.30am – 5pm**

Every second **Saturday 8.30am – 1.00pm**

Ideal starting date: ASAP or start of November 2026

We're committed to supporting our team through hands-on, on-the-job training and ongoing upskilling opportunities. For the right candidate, this role offers the chance to develop new skills, take on additional responsibilities and grow alongside our business as we continue to expand.

If you have any questions, please do not hesitate to contact Shelley on 06 378 9537 or 027 245 2200 shelley@festivalhire.co.nz OR **apply online** at www.festivalhire.co.nz – About us – Vacancies