



## Job Description: Account Handler

**Job Title:** Account Handler

**Reports to:** Rental Desk Manager

**Direct reports:** None

### Job Overview:

Be a primary point of contact for **GAS Kit** equipment bookings (lighting, grip, digital). You'll scope requirements, advise on kit choices, build quotes in **Current RMS**, convert bookings, coordinate prep/delivery/return, and close jobs.

The role is **equipment rental only**; you'll liaise with Studios (FOH) as you would with any external client for studio-related kit lists and day-to-day support.

**You'll support shoots for leading fashion and advertising clients and contribute to GAS' continued growth across equipment services.**

**Location:** On-site (Tottenham, London) with **rotating remote weekend support**

**Hours:** 40 hours/week; shift pattern **08:00–17:00, 09:00–18:00, or 10:00–19:00** (rota)

**Probation:** 3 months

**Salary:** **£35,000–£40,000**

**Benefits:** EAP; enhanced sick pay and time off for dependants' leave; additional annual leave between Christmas and New Year.

### Key Responsibilities

- Manage enquiries end-to-end: capture briefs, advise on kit options/alternatives, availability and budgets.
- Build, update and convert quotes; confirm terms/POs and client details in **Current RMS**.
- Schedule equipment; optimise stock utilisation; minimise sub-hires and document/justify exceptions.
- Coordinate with Warehouse/Lighting Technicians and Logistics for prep, load-in/out, delivery, collections; handle additions in real time.
- Open client accounts and complete checks per policy; maintain accurate records in **Current RMS** (kit lists, notes, insurance/H&S where applicable).
- Close jobs and issue accurate final invoices **within 24 hours of return**; resolve queries and raise credit notes per policy.
- Monitor job margins; recommend practical substitutions and accessories; **challenge unworkable kit lists** and propose solutions.
- Share daily status on stock constraints and late changes; participate in handovers/stand-ups.
- Represent GAS professionally; uphold service, safety and data-handling standards.

### Desired Skills and Experience

- Mid or senior experience in equipment rental, studio bookings or production, client-facing.
- Strong working knowledge of photographic **lighting, grip and digital**, and how setups come together on set.
- **Experience with motion equipment and on-set configurations is highly valued.**
- **Comfortable scoping camera bodies, lenses and digital workflows** (desirable).
- Clear communication (written and verbal); comfortable with pricing, margins and basic spreadsheets.
- Proficient with **Current RMS** (or similar).
- Organised, calm under time pressure, and accountable for end-to-end outcomes.

### What You'll Bring (Who you are & how you work)

- **Client-centred and consultative:** you listen first, then shape a kit that works in the real world.
- **Solution-oriented:** you spot risks in a list (power, compatibility, rigging, data, transport) and offer workable alternatives.
- **Commercially aware:** you understand utilisation, sub-hire trade-offs and sensible upsell without over-spec-ing.



- **Operationally dependable:** you keep systems tidy, communicate clearly, and close the loop—**including invoicing within 24 hours.**
- **Team-minded:** you work smoothly with Warehouse, Logistics and FOH; you give and receive concise handovers.
- **Motion-curious/experienced:** comfortable discussing common motion setups, accessories and on-set workflows.

**If you're practical, client-centred and love making sets work in the real world, you'll thrive here.**