



Title: *Boathand, Jack's Boat Rental*

Reports to: *Manager, Jack's Boat Rental*

Location: *Wellfleet, MA*

Status: *Full or Part-time, hourly, non-exempt*

Hours: *20-40 hours per week*

Salary: *\$19.00 per hour, plus shared tips*

POSITION SUMMARY

BOATHANDS ARE TEMPORARY (SEASONAL) EMPLOYEES WHO ASSIST IN CUSTOMER SERVICE FOR JACK'S BOAT RENTAL IN WELFLEET, MA. OPEN FROM LATE MAY THROUGH MID-SEPTEMBER. BOATHANDS HAVE WIDE-RANGING CUSTOMER SERVICE AND BOAT-HANDLING JOB DUTIES.

DUTIES AND RESPONSIBILITIES

- Assist in registering customers in renting non-motorized boats.
- Assist in fitting customers with proper paddling/sailing equipment.
- Demonstrate safety and paddling instructions to customers.
- Assist customers to load and unload boats and equipment from their vehicles.
- Assist team members to load and unload equipment for deliveries.
- Clean all equipment upon return and prepare it for subsequent rentals.
- Manage point-of-sale transactions for items sold by Jack's.
- Answer phone calls and in-person inquiries - provide information and manage customer reservations.
- Ensure customers' safety, fun and complete satisfaction.
- Assist in cleaning rental facilities to ensure a successful, professional and excellent experience for all.
- Be an ambassador for Jack's Boat Rental.
- Other duties and responsibilities as assigned.

QUALIFICATIONS AND REQUIREMENTS

Qualifications include:

- Willingness and commitment to act in a professional and courteous manner at all times
- Knowledge of associated skills and equipment associated with non-motorized water sports
- Detail-Oriented
- Ability to work in a team environment
- Willingness to be flexible with work schedules
- Commitment to uphold all policies and protocols at Jack's Boat Rental

Requirements include:

- Able and willing to lift 50 pounds, repeatedly, in each work day
- At least 17 years of age; under 18 must provide legal work permit.
- Must be available to work between the hours of 8:30 a.m. and 5 p.m. (holidays and weekends included)
- Have or willing to obtain basic first aid and CPR certifications
- Must have reliable transportation to and from work site
- Personal interest in outdoor recreation, especially non-motorized watersports
- Knowledge of Cape Cod (or willingness to learn) a plus

HOW TO APPLY

To apply, send cover letter and resume to mike@jacksboatrental.com. Put the job title in the email heading. Tell us about your experience with boats, with customer service and your availability for the summer.

Phone inquiries: 508-349-9808

Equal Opportunity Employer