



Title: *Manager, Jack's Boat Rental*

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

Location: *Wellfleet, MA*

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

Hours: *28 - 40 hours per week; flexible schedule*

Salary: *\$22.50 per hour, share tips, plus end of season bonus*

POSITION SUMMARY

THE MANAGER(S) ARE TEMPORARY (SEASONAL) EMPLOYEES WHO ASSIST IN CUSTOMER SERVICE AND TEAM MANAGEMENT FOR JACK'S BOAT RENTAL IN WELLFLEET, MA. OPEN FROM LATE MAY THROUGH MID-SEPTEMBER. MANAGERS HAVE WIDE-RANGING CUSTOMER SERVICE, OFFICE MANAGEMENT, AND BOAT-HANDLING JOB DUTIES.

DUTIES AND RESPONSIBILITIES

- Assist in registering customers in renting/returning non-motorized boats.
- Manage daily flow of activity, including deliveries, pickups, returns and customer service
- Manage on-line reservation system to ensure customer satisfaction
- Manage work schedule for all team members
- Inspect all equipment on ongoing basis and arrange repairs/maintenance as required
- Train/supervise/schedule boathands; ensure all policies and protocols are followed
- Assist in fitting customers with proper paddling/sailing equipment.
- Demonstrate safety and paddling instructions to customers, as needed.
- Provide written and verbal safety, skill, destination, and natural history information to customers
- Assist customers to load and unload boats and equipment from their vehicles.
- Assist team members to load and unload equipment for deliveries.
- Assist team members to plan delivery schedule to balance customer requirements and staffing schedule
- Clean all equipment upon return and prepare it for subsequent rentals.
- Answer phone calls and emails - provide information and manage customer reservations.
- Manage point-of-sale transactions for items sold by Jack's.
- Manage inventory, order products, restock displays for items sold in the shop
- Address issues regarding damaged/late equipment with customers
- 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:

- Previous management experience
- Previous customer service experience
- 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
- Comfort with using technology as part of customer service
- 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
- Preference given to applicants that can work through Labor Day

Requirements include:

- Able and willing to lift 50 pounds, repeatedly, in each work day
- At least 20 years of age
- 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

Please send resume and cover letter 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