

Kayak Flint Rental Supervisor - Seasonal

Position: Kayak Flint Rental Supervisor - Seasonal

Wage: \$12.75/hour, Benefits: n/a

Hours: 6-15 hours/week, seasonal

Dates: May 24th-October 15th, 2021, weather dependent

Schedule: Fridays, Saturdays, and Sundays; hours vary between 9am-7pm; some weekday hours with flexible schedule

Reports: FRWC Executive Director, but works under Kayak Flint Managers and Lead Supervisor

The Flint River Watershed Coalition is seeking a part-time, seasonal, Kayak Flint Rental Supervisor. This person will provide an excellent customer service experience to Kayak Flint customers from reservation, to rental, to equipment pickup and launching. This position coordinates reservations, rentals, and promotions for the Kayak Flint project, as well as manages the Kayak Flint facility and other tasks as needed. Kayak Flint is a kayak rental program benefitting the Flint River Watershed Coalition, with a goal of increasing access to the Flint River for residents and visitors, as well as providing a fundraising opportunity for the organization.

Kayak Flint Reservation Schedule Coordination

Coordinates scheduling for Kayak Flint rentals

- Accept customer reservation calls and emails, monitoring inventory to ensure sufficient boats are available for reservations at any given time
- Manage online reservation and inventory software
- Contact customers with reservations in the event of an unexpected closing to reschedule
- Respond to customer calls and emails as soon as possible during operating hours
- Coordinate with Kayak Flint Lead Supervisor with any special customer requests
- Create social media posts for days with low reservation numbers or poor weather outlook

Kayak Flint Equipment Rentals

Coordinates customer rentals and payment, as well as general supervision of the Kayak Flint facility

- Responsible for Kayak Flint opening and closing procedures, including facility set-up and take-down, picking up and returning the cash box, reconciling cash box with sales, etc.
- Accept payment for rentals, manage cash box and online payment software
- Ensure all rental paperwork is completed in full and filed
- Brief customers on route, conditions, pick-up, and safety procedures
- Provide customers with rental equipment, noting which equipment was given to each customer and time they launched
- Monitor return times of customers and check in if they have been out longer than expected
- Ensure customer and staff adherence to Kayak Flint regular and COVID-19 policies and procedures, including mask-wearing
- Communicate with Fleet Supervisor to ensure all customers are picked up in a timely manner
- Sell and restock merchandise, snacks, and water

Staff Supervision

Shares supervision responsibilities with on-duty Fleet Supervisor of up to three (3) Paddle Assistants per shift.

- Coordinate with Fleet Supervisor to split assigned duties for Paddle Assistant(s) between on-site rental assistance, equipment maintenance, and assisting with pick-up and transportation of customers and equipment
- Ensure Paddle Assistants have assigned duties for each shift and stay on-task
- Inform the Lead Supervisor of Paddle Assistants' weekly performance, especially noting any room for improvement and/or disciplinary issues

Other Tasks As Needed

- Assists with scouting and clearing the paddle route weekly
- Other tasks as assigned

Required knowledge, skills, and abilities

- Cashier and money management skills
- Demonstrated success in working courteously with diverse customers
- Proficiency with computers and cell phones/tablets
- Efficient communication skills
- Valid driver's license with no DWI or safety related infractions, and the ability to obtain a chauffeur's license within 30 days of employment
- Problem-solving skills
- Ability to work outside in all weather conditions
- Physical capability to walk, climb stairs, pull, and lift 50 lbs repeatedly
- Ability to communicate the mission of Kayak Flint and the Flint River Watershed Coalition
- Success in multitasking, juggling multiple priorities

Application

Please submit resume, letter of interest outlining previous experience, and references. Applicants invited to interview will be asked to submit to a background check and driving record check. Please reach out if you have any concerns.

Email submissions: info@flintriver.org