

**Job Title:** Kayak Rentals Coordinator  
**Reports to:** Operations Manager  
**Supervises:** Kayak Rental Assistants  
**Date:** 2022

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*Terracentric Coastal Adventures delivers world class tours to thousands of clients each year between April – October. Located in beautiful Lund, BC Terracentric specializes in offering small group/private guided adventure tours that connect our guests to the awe-inspiring natural environment of British Columbia's west coast. By boat, kayak and on foot (hiking) our local highly experienced guides share the stories of the region, allowing our guests to discover, witness, and learn about this place we call home. We also offer accommodations at our premium vacation home, Sunlund RV Park & Cabins and programming at an outdoor learning facility to expand the overall experiences offered by Terracentric.*

*We are looking for team members who are passionate about outdoor recreation & tourism that can demonstrate a high standard of customer-focused service, satisfaction, and safety through our spectacular wilderness experiences.*

### **Overall Purpose of the Job**

To provide well maintained equipment, personalized service and education that promote sea kayaking / kayak skills, that in turn elevate the overall quality of the experience provided to the customer, and increase the potential for repeat & new business.

### **Primary Responsibilities**

- Inspect all equipment to be used prior to each kayak tour and rental and make any necessary adjustments.
- To greet & prepare clients for their rental experience.
- To brief clients on proper use of their equipment, on local knowledge and routes and general sea kayak tips for both day and multiday trips.
- Ensure risk management & safety for all guests on site.
- Continually assessing guests' sea kayaking ability by asking open ended questions and offering skills information as needed to ensure their safety on the water and the care of our equipment
- Ensure all client & company paperwork is completed including rental form / liability release and all equipment rented is documented.
- Supervision of all launch site assistants
- Overseeing repairs including repair supplies, scheduling repairs, reporting major issues to Operations Manager
- Organization & overseeing of all launch site activities, prep of kayaks & gear, staff scheduling and communications with Operations Manager

### **Secondary Responsibilities**

- Preparation & cleanup of rentals.
- Washing and inspecting kayaks & gear before and after rentals.
- Assist with other launch site responsibilities as needed.

### **Key Results Areas**

- Customer Satisfaction
- Maintenance of Equipment
- Staff Management
- Sales and Repeat Business
- Safety & Risk Management

### **Qualities and Skills**

- Physically fit, friendly, energetic and capable of strenuous exercise with the ability to lift up to 80lbs.
- Strong commitment to providing quality personalized customer service
- Strong organizational & leadership skills, particularly in a group management situation
- Ability to share knowledge enthusiastically and in a clear manner
- Conflict resolution skills
- Good computer skills with an understanding of scheduling software & POS systems
- Ability to work in all weather conditions & understand how to gauge marine weather forecasts and tides for the safety of clients
- Knowledge of & ability to speak to “Leave no trace” ethics.
- Foreign language skills (and asset, especially Dutch, German & French,)
- Passion & knowledge of local marine parks infrastructure as it relates to sea kayaking, marine mammals, our coastal ecosystem & local area history
- Understanding of cultural diversity (ex. Indigenous & other cultures)

### **Qualifications**

- Driver’s License - Required
- Paddle Canada Level 1 certification - Required
- Standard First Aid with CPR C – 16 hr - Required
- Restricted Operators Certificate for VHF – Required
- SKGABC Level 1 or working towards obtaining your certification is an asset
- Training & knowledge of kayak repair including gel coating – an asset
- Training in Marine Weather, Tides, Currents and Chart reading – an asset
- Post-secondary Education in Outdoor Recreation or Tourism is preferred.

### **Personal Gear Requirements**

- Personal waterproof logbook
- Appropriate outdoor clothes, rain gear & closed toed water shoes, and sturdy runners

### **Employee Benefits – Value Added**

- An opportunity to work for a leader in the industry in a beautiful area
- Financial Rewards –bonuses & tips
- Team based continual training with opportunities for subsidized professional certifications & growth

- Flexible Work Schedule
- First right of Refusal for second-hand equipment sales
- Discounts with retailers for gear
- Free equipment usage for employees
- Employee discount on services
- Great Company Culture
- Family Business
- FUN!

### **Period of Employment & Compensation**

- Approximately mid - April to early October.
- Very competitive salary depending on experience and qualifications.
- Preference is given to those who can commit to a minimum of 2 seasons of employment.

### **Application Requirements**

To apply, please review the following requirements and send us an email to [christine@terracentricadventures.com](mailto:christine@terracentricadventures.com). Please clearly identify the position applied for and include the following information:

- A current resume & cover letter detailing why you are interested in & qualified for the position.
- Contact details for at least two work references. If you are at college or university, provide one faculty reference.
- Summary of relevant certifications, achievement dates and renewal dates
- Expected hourly rate & availability dates.