

Job Posting: Paddlesports Livery Customer Service Representative

Frank's Paddlesports Livery Co. is seeking a Paddlesports Livery Customer Service Representative for our livery/outfitter in Indianapolis. The successful candidate will be responsible for providing exceptional customer service to our guests, renting out watercraft and equipment, and promoting river safety as well as environmental sustainability.

About Frank's Livery:

Mission: Our mission is to be Indianapolis' leading provider of canoe, kayak and stand-up paddleboard rentals, tours and instruction. We aim to explore new opportunities that build the river community, provide equitable river access and create environmental sustainability using our core competencies to gain an advantageous market position.

Purpose: To turn the eyes of the citizenry and visitors of Indianapolis towards the natural beauty of our waterways. We are avid paddlers, and our goal is to help our fellow humans discover the allure, history, ecology and fun that rivers provide. The streams of Indianapolis have so much more to offer than is currently in the public's perception. Frank's Paddlesports Livery staff are committed to helping people discover the joy and freedom of paddling and all of the health benefits and outdoor experiences that come with it. We promise to equip folks with high-quality and reasonably priced equipment as well as the instruction they need to become familiar with the waterway gems of Indianapolis.

Vision = Mission + Purpose + Kick-A\$\$ Employees who bring ideas to life with us

Responsibilities and Skills:

- Greet customers and provide excellent customer service
- Load and unload kayaks, canoes and stand-up paddle boards (SUPs) from trailer
- Carry watersports equipment (including watercraft) to boat launch or from boat take out
- Ensure that all equipment is properly maintained and cleaned
- Follow all safety procedures and guidelines
- Fit clients for PFDs and paddles
- Operate web-based software while ensuring compliance with company policy (Including credit card handling, booking systems overview, ensuring waivers/rental agreements are properly completed)
- Remain fully conversant with emergency management action plans and search and rescue plans
- Special event representation (including distribution of marketing materials)
- Ensure the safety of all participants
- Enforcing all policies and procedures
- Maintain a professional attitude
- Retail sales (concessions, etc.)
- Confidentiality
- Conflict resolution skills

Requirements:

- At least 16 years of age
- Excellent communication and customer service skills
- Ability and willingness to work outdoors in variable weather and non-traditional hours, including early mornings, evenings, weekends and holidays
- Ability to lift heavy objects
- Paddling experience preferred or willingness to learn
- Ability to communicate in a clear, confident and understandable manner with a variety of participants
- Must be available to start work on April 10th, 2023
- Ability to work in a team environment

Salary and Benefits:

- Base-pay between \$12 and \$15 per hour plus gratuity
- Holiday pay bonus
- Bi-monthly employee 1-on-1 check-in / engagement sessions
- Development/Advancement opportunities within company structure
- Free use of our rental equipment during non-holiday weekends
- Company culture that values chances to celebrate success with appreciation events
- Opportunity to get a brand-new business of the ground: If you're a student interested in business, the environment, hospitality or other related field, this is your chance to say you helped create a destination company that will become a household name in Indianapolis!

Frank's Paddlesports Livery Co. is committed to providing equal employment opportunities to all individuals. We value diversity and encourage all qualified candidates to apply.

To apply, please send your completed application to Admin@FranksLivery.com. We look forward to hearing from you!