

**Canoe2**, a busy local Canoe Hire Company is re-locating to the Boathouse at the prestigious Rushden Lakes development and requires new team members to help an expanding business. These new team members will play a central role in helping us offer an exciting one stop shop for paddling adventures to a huge audience. This will include us providing:

- Canoe Hire on the river Nene
- Short break canoeing holidays on the River Nene
- Short term paddle craft hire on the lake
- A Canoe & Kayak Shop
- Meeting Room Hire

## **Position Description**

### **Job Title:**

**Customer Paddle Advisor** (full time/part time seasonal Work)

### **Job Summary:**

To ensure customers are provided with a professional and courteous greeting, are issued with the correct equipment and briefed for their river trip. Also to guarantee on-the-ground logistics are effectively executed in accordance with the company's many daily requirements along the River Nene Valley.

**Remuneration:** £ Negotiable upon relevant experience and qualifications

### **Main Activities:**

- Meet and greet customers.
- Preparation of all equipment and loading vehicles
- Give safety briefings to customers before river trips.
- Transport equipment to designated locations along the river.
- Carry out equipment checks and maintenance.
- Carry out all required preparation before meeting paddle groups.
- Drive company vehicles with canoe trailers to drop off and collect canoe's.
- Cleaning of all equipment after use.

### **Special Conditions:**

- Arrangement of working hours will need to be in keeping with the operational and business requirements of Canoe2.
- Working hours will include weekends and bank holidays as required and some evenings.
- The post will involve working alone and unsupervised at our key locations along the River Nene.
- Leave will be restricted during the peak summer holiday season.
- Occasionally, training and meetings will be organised outside normal working hours. The post holder will be expected to attend whenever practicably possible.
- The reputation of Canoe2 is extremely important. It is a condition of employment that whether inside or outside of working hours the post holder upholds this reputation by positively promoting Canoe2.

### **Knowledge and Qualifications:**

- Full clean diving licence with C1+E.
- Must have excellent Paddlesport experience and be a regular paddler.
- Hold minimum 2 star BCU Paddlesport qualification

### **Work Experience:**

- Experience working in a leisure related environment involving customer service is desirable though not essential.
- Face to face working with customers on a daily basis.
- Be able to demonstrate a sound career history.

### **Capabilities (Skills and Behaviours):**

- Excellent communication skills are essential.
- The ability to quickly build a genuine strong rapport with customers.
- Have a high level sense of responsibility, flexibility, enthusiasm and motivation.
- Work efficiently under pressure
- Have the ability to continually think ahead.

- Be able to maintain the highest level of professionalism and integrity.
- Possess a genuine 'can do' approach.
- Be a genuine team player.
- Have a good level of paddlesports experience

**Key Role requirements:**

- Possible BCU coaching or BCU paddle qualifications.
- Experience of dealing face to face with customers.
- Experience of driving a vehicle with a trailer.
- Hold a clean driving licence.
- Have a good level of physical health and fitness.
- Must be able to work at weekends and consider these as normal working days.
- Have a good understanding of the geography of the Nene Valley.