

## **Boat Rental Clerk/Dock Clerk**

<b>Location:</b>	Tally's Dockside
<b>Reports To:</b>	Vice President
<b>Employees Supervised:</b>	No
<b>FLSA Classification:</b>	Non-Exempt
<b>Benefits Eligible:</b>	No
<b>Position Summary:</b>	

In this role, you will provide a positive experience at Tally's Dockside and demonstrate enthusiasm for working with the vacationing public. You will interact with patrons in person and by phone in a professional manner regarding boat rental and other dockside services and are responsible for keeping the premises clean and organized.

### **Position Duties / Essential Job Functions:**

1. Responsible for the daily reservation book and daily rentals for canoes, fishing boats, pontoons, kayaks and paddle boards.
2. Takes reservations on the phone or in person; checks in reservations and fills out the appropriate forms and collects the deposit and licenses; directs the customer to the appropriate boat location.
3. Assists the customers with fishing licenses, selling of bait and tackle, food or drink requests.
4. Handles return reservations and check out procedures. Calculates rental payment – handles cash and credit card payments.
5. May assist customers in and out of boats; go over boating rules and procedures on all rentals; help customers get fitted with life jackets; service gas customers at gas dock; launch and moor boats; tow disabled boats back to marina; drive and maneuver our rental fleet and customer boats; make minor adjustments and repairs on motors; replace props, anchors, dock lines, batteries; and pump water out of boats.
6. Responsible for release of liability forms; handles money and credit cards; collects deposits and damage fees; answers the phones; explains and enforces cancellation policies and damage policies; grasps complex scheduling options.
7. Assists with cleaning as directed.
8. Keeps company's social media sites (Facebook, Twitter, Instagram, Google+, Yelp) updated on specials, events, daily features, etc.

### **Qualifications:**

- Proficient reading and math skills required
- Previous customer service experience preferred
- Demonstrated proficiency in the use and understanding of a computer, mobile device, and social media applications
- Must be 16 years of age or older

### **Personal Attributes Required:**

- Positive attitude; maintain high level of self-motivation and eagerness to work with the public
- Courteous and professional customer service skills
- Clear and friendly communication skills by phone and in person; ability to work with a diverse group of employees and customers
- Ability to handle stress and fast paced environment; maintain priorities and attention to detail especially under periods of high stress and demands
- Ability to handle confrontation and challenging customers in a professional manner
- Excellent memory and learning skills and ability to multi-task
- Accuracy and confidentiality

### **Essential Physical / Mental Requirements:**

- This job operates in an environment with a high degree of customer interaction.
- Must be able to lift up to 50 pounds, must be able to walk, reach, and lift on a regular basis.
- Must be able to stand for long periods at a time without rest.
- Must be able to work in outdoor environments, especially hot and humid conditions, and handle exposure to variations in weather and conditions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by the Company. All requirements are subject to modification at any time for any reason at the Company's sole discretion.

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