

<b>Job Position:</b>	<b>Boat Rental Administrator</b>
<b>Location:</b>	<b>Tally's Dockside &amp; CG Hooks BBQ</b>
<b>Reports To:</b>	<b>Management</b>
<b>Employees Supervised:</b>	<b>No</b>
<b>FLSA Classification:</b>	<b>Non-Exempt</b>
<b>Benefits Eligible:</b>	<b>No</b>

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### **Position Summary:**

Representing Tally's Dockside & CG Hooks BBQ, you will provide a positive experience 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. You will be responsible for the accuracy of the cash register.

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

1. Responsible for the daily reservation online computer systems and daily walk in rentals for the Tally's Fleet; pontoons, fishing boats, kayaks, paddle boards, canoes, lake floats, fishing camps, fishing exertions, pontoon and tapa voyages, and on water yoga experiences, etc.
2. Monitors the online reservation system daily, takes reservations on the phone or in person, and makes sure there are no reservation conflicts.
3. Responsible for reservation check in and check out; following appropriate procedures for processes - forms, waivers, licenses, credit cards, refunds, cancellations, rescheduling, collection of payments.
4. Assists the rental customers with additional items for their water adventure; add ons; fishing licenses, selling of bait and tackle, food or drink requests, and special event coordination.
5. Assist rental customers on boating rules and procedures on all rentals, return time, late fee policies, weather related policies, damage to equipment policies, cancellation policies and lake map orientation.
6. Responsible for carry out orders phoned in or in person; taking orders, ensuring orders are accurate, providing additional items in take out bags; plastic ware, napkins, BBQ sauces.
7. Responsible for the accuracy of the cash register and POS system
8. Responsible for answering miscellaneous phone calls - answering non rental questions, able to take messages, listening to concerns or issues and able to communicate to the correct person who can assist in answering.
9. Assists with daily cleaning, opening and closing procedures.
10. Assists Bartender in bar back duties when needed.
11. Responsible for sportswear: inventory, sales, marketing and organization and presentable appearance.
12. Assist and teach dockhand personnel with cash register.
13. Assists in the responsibility for the appearance of the customer areas; tables wiped down, chairs straightened, floor sweep, cob webs removed, umbrella maintenance, etc

14. Promotes and markets company's events - knowledgeable on company's Facebook and Instagram accounts. Partners with management to create and implement daily/weekly specials, events, and promotions.
15. Follow up with the company's online review/survey to customers.

**Qualifications:**

- Proficient reading and math skills required
- Previous customer service experience preferred
- Demonstrates proficiency in the use and understanding of a computer, mobile device, and social media applications, and company's POS system and reservation systems.
- Must be 18 years of age or older
- Attain a Serve Safe meeting held by the White Bear Police

**Personal Attributes Required:**

- Positive attitude; maintains 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.

Revised: [date]

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Employee Signature

Date