

Job Title: Kayak Operations Coordinator

Reports to: Operations Manager

Supervises: Junior Kayak staff

Date: 2025

Terracentric Coastal Adventures delivers world class tours to hundreds 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 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 a welcoming and informative orientation to guests renting kayaks, with well-maintained equipment with personalized service that promotes sea kayaking and kayak skills, that in turn maximize the overall quality of experience provided to the customer the potential for repeat and new business.

Primary Responsibilities

- To greet, prepare and orient clients to the site and their equipment for their rental experience
- Ensure all client paperwork is completed including rental form / liability release and all equipment rented is documented and filed accordingly
- Prepare, stage and inspect all equipment to be used prior to each kayak rentals and/ or tours and make any necessary adjustments.
- Ensure risk management & safety for all guests on site thru maintaining an organized and tidy site
- Continually assess guests’ sea kayaking ability throughout the rental process, by asking open ended questions and offering skills information as needed
- Supervision of all launch site assistants
- Liaise with office and use booking systems to determine daily and weekly schedules of outgoing rentals and tours and returns

Secondary Responsibilities

- Clean up of rentals including washing boats, and all related gear
- Storage of equipment once dry
- Kayak repairs including gel coating
- Launch site maintenance including vegetation removal & waste management

Key Results Areas

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

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
- Superior organizational & leadership skills, particularly in a group management situation
- Ability to share knowledge enthusiastically and in a clear manner
- Conflict resolution skills
- Computer skills and ability to use online booking and scheduling systems
- Foreign language skills (and asset, especially German & Dutch)
- Passion & knowledge of local areas for paddling, campsite locations, amenities and marine ecosystem
- Ability to work in all weather conditions & understand how to gauge weather for the safety of clients
- Ability to instruct “Leave no trace” ethics to renters

Qualifications

- Driver’s License and reliable vehicle
- Sea Kayak training: Paddle Canada certification (will train / provide) or SKAGBC
- Standard First Aid with CPR C – 16 hr.
- Restricted Operators Certificate for VHF
- Post-secondary Education in Outdoor Recreation or Tourism is preferred

Personal Gear Requirements

- Personal waterproof logbook
- Appropriate clothing & footwear for working outdoors

Employee Benefits – Value Added

- An opportunity to work for a leader in the industry in a beautiful area with spectacular wildlife
- 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
- Free day tour participation
- Great Company Culture in a family run business that strives to have fun!

Period of Employment & Compensation

Mid April to end of September.

Competitive salary depending on experience and qualifications. Range \$23 – 28 / hour
Preference is given to those who can commit to a minimum of 2 seasons of employment.

Application Requirements – Closing Date: February 21, 2025

To apply, please review the following requirements and send us an email to 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.

Performance Expectations

Customer Satisfaction

- Deal with any administration matters in a friendly, efficient, and polite manner.
- Provide an overview of the rental that the customer is about to experience and provide a safety talk based on our operations manual.
- Provide additional information to customers that go beyond their knowledge to increase their skills and comfort and safe use of our equipment
- Deal with customer enquiries in an effective and empathic manner. Refer any problems or complaints to Operations Manager.
- Any other tasks as directed.

Sales & Repeat Business

- At all times, promote TCA Ltd. as a professional business through a neat and tidy appearance and ensuring our high-quality equipment is always clean and well-maintained.
- Encourage repeat business through superior customer service and education
- Assist in the development of plans to increase rentals through initiatives approved by Operations Manager.
- Up-sell and cross-sell other TCA experiences by ensuring customers are aware of the wide range of trips we offer, promoting sea kayak skills advancement.

Safety & Risk Management

- Check relevant weather and tide forecasts/information to ensure a safe environment and location for each tour. Speak to Operations Manager if alternative site needs to be considered for safety reasons.
- Inspect all equipment to be used prior to each kayak rental / tour and make any necessary adjustments.
- Whilst talking with rental guests, be assessing by asking open ended questions and offering skills information if you feel it's needed. Ensure that the customer know you care about their safety and their safe return.
- Remain fully conversant with emergency management action plans and search and rescue plans according to TCA Policy.
- Ensure all accidents and incidents are appropriately attended to and reported on by an experienced team member using correct procedures. Ensure all details on relevant form are completed in a timely manner (precise documentation).
- Ensure detailed orientation including local hazards, safety protocols.
- Ensure all client paperwork is completed including rental form / liability release and all equipment rented is documented.

Maintenance of Equipment

- Maintain a tidy work environment, return and secure all gear using various

systems

- Ensure guests understand that kayaks MUST be floating in order to get in / out of them.
- Inspect equipment before / after it goes out.
- Ensure that client knows where to put boat / equipment upon return and how to return on foot to main Lund harbour area.
- Wash up after rental and go through checklist again to make sure all equipment is returned, hang things to dry, then put away once properly dried out.
- Regular review of gear with the Operations Manager, timely arrangement of any orders required
- Identify any faulty equipment and report immediately to Operations Manager to arrange repairs/replacement

Staff Management

- Direct and guide all relevant team members to act in a professional and customer-focused manner
- Supervise and manage time and workloads of all rental assistants
- Liaise with other launch site staff, office staff and guides
- Reflect, in attitude and performance, the standards of TCA Ltd. thereby acting as a role model for other team members
- Update the Operations Manager regarding any problems or issues affecting the performance of team members
- Assist & support other staff to learn the key points of sending out rentals safely & efficiently.