**Available Position: Front Desk Administrator**

North Lake Tahoe Boat Rental is currently accepting applications for the Summer 2024 season. Must have housing in NORTH LAKE TAHOE to be considered. We are in a housing shortage and it is extremely difficult to relocate.

Position: Front Desk Administrator

Pay: Starting at $18 an hour + pooled tips

Work Site: 7220 North Lake Blvd, Tahoe Vista, CA 96148

Training Period: May 14, 15, and 16th. Two week probationary training period May 17th - 31st.

Season: June 1st -October 15th. Possible earlier start date. Advancement opportunities, year round employment for the right candidate.

Full Time: 4 days a week, 10.5 hours a day

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We are seeking candidates who want to use their current skills and professional experience to contribute to the growth of our company while fostering the development of our team. This role requires exceptional customer service abilities, strong employee management skills, and the capacity to thrive in a fast-paced, dynamic environment. Multitasking will be essential, as summer on the lake is a constant hustle. From managing employees and ensuring a seamless guest experience to maintaining organization and efficiency throughout the day, the ability to juggle multiple priorities effectively is a must.

Ideal candidates will have a basic knowledge of Tahoe’s geography and an enthusiasm for boats and maritime life. If you’re someone who enjoys working hard, staying organized, and embracing the excitement of summer on the water, we want you on our team.

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**Front Desk Administrator Job Description:**

Be present at the front desk for employees and guests

Answering daily phone calls, emails, text messages, and all online communication (Google, Yelp, and social media messages) in a prompt fashion.

Creating booking reservations and taking payment.

Overseeing employees scheduling and completion of daily tasks.

Greeting groups, completing the check in, and end of the rental process with guests.

Keeping records of boat rental information, tip calculations and fuel charge tracking (done in Google suite).

Keeping the front desk, dock, and inside areas clean and organized.

Keeping all boards (gas, buoy, rental, jet ski sections) up to date and easy to understand.

Miscellaneous duties related to rental and business operations.

Trained on Lake Tahoe knowledge, driving valet customers, fuelling boats and some boat related duties.

Able to give safety speeches to outgoing rentals.

Working varying times from 7:30 am to 6 pm, usually 10 hour days.

**Qualifications:**

**Customer Service Expertise:** Delivers exceptional customer service to all guests and is willing to go above and beyond to provide a 5 star experience.

**Communication Skills:** Strong oral, written, and electronic communication skills in English (bilingual candidates are highly valued and will receive additional compensation).

**Leadership Experience:** At least 1 year of experience in a management role overseeing 10 or more employees.

**Multitasking Ability:** Proven ability to multitask, effectively balancing in-person customer interactions, business communications, and various projects.

**Physical Capability:** Comfortable lifting up to 30 pounds.

**Outdoor Enthusiasm:** Enthusiastic about working outdoors in a dynamic, fast-paced environment.

**Independence:** Capable of completing daily tasks independently after the training period.

**Guest Engagement:** Enjoys engaging with guests, maintaining a friendly and professional demeanor, and fostering positive communication with team members.

**Organizational skills:** Efficiently manages employee schedules, boat departures, and rental updates while maintaining an organized dock and front desk area.

Additional Requirements:

* California Boater Safety Card (must be obtained within 1 week after training).
* Ability to swim and enjoy working around the water.
* Reliable transportation to arrive at work before 7:30 AM daily.

**Compensation/benefits:**

DOE (Starting $18 with no to limited experience) + pooled tips (summer average $3,500-$7,000) . Paychecks are distributed bi-weekly.

Company Uniform (includes bathing suits, shirts, sweatshirts, hats.)

Three day weekends for more personal time in the summer

Company boats for personal use on days off (depending on availability)

Occasional (weekly minimum) Employee Meals/Coffee/BBQ - Cooked on site or bought for employees

Overtime and bonuses

Company is required to withhold applicable federal taxes from paychecks.

Covered for work related injuries/illnesses by our maritime insurance.

Unemployment insurance.

Employees reimbursed for educational expenses related to employment or advancing education.

**Disqualifications for the position:**

Looks for ways to get out of work

Not good with people, lack of ability to entertain

Needs to be told what to do and cannot come up with plans or tasks on their own

Can only work individually and not as part of a team

Cannot work in wind, waves, rain, or other variable weather

Apply by emailing Northlaketahoeboatrental@gmail.com with a brief resume and cover letter answering the following questions:

1) Why do you want to work for NLTBR?

2) Where do you currently live? Can you be reliable about getting to work at 7:30 am each day?

3) Do you need any time off during peak times in the summer 2024 (June-August)? Can you attend training in early May?

4) Check our Instagram, Tiktok, Facebook, Google or Website. What is something that you see that we should fix or improve on?

5) What are you proactive (could be hobbies or other talents) about in your life? How do you consistently develop yourself outside of work?

6) Where would you volunteer/work if you had all the money you need?

Job Types: Full-time, Seasonal

Schedule: 4 Days a week, 10.5 hour shifts

Pay: $18.00 - $25.00 per hour + pooled tips