



## **GoBoat UK Crew Member**

### **About GoBoat UK**

GoBoat is the eco-friendly boating company on a mission to get more people on the UK's waterways. We are looking for a Maintenance and Service Crew member to join the team and help deliver this mission.

GoBoat is the UK's largest self-drive day boat rental business with a fleet of over 50 fully-electric picnic boats. Our unique experience promotes social connection on the waterways in a sustainable way. Our team is passionate about delivering a high level of service for our customers in a fun and safe environment.

GoBoat UK launched in 2017 and currently has four fantastic locations across London and Birmingham with exciting expansion plans for the business across the UK in the coming year.

### **Who are we looking for?**

We are looking for a promising, highly motivated and dependable individual to join our electric boat hire business as a Crew Member.

At GoBoat, our culture focuses on high performance, collaboration and fun. The successful candidate will be responsible for providing excellent customer service and ensuring the safe, efficient and enjoyable operation of our electric boat hire services. They will have a keen interest in water-related activities and will have a strong desire to learn and develop in the role.

### **Key responsibilities**

- Delivering excellent customer service to all GoBoat visitors
- Providing safety and navigational instructions to customers prior to their journey
- Performing daily maintenance checks, troubleshooting any technical issues, and providing basic repairs as necessary
- Prepare, clean and tidy the boats before and after hire, including the loading of supplies and equipment
- Maintaining a clean and orderly work area, and adhere to safety procedures while on the job
- Monitor customer activity and provide assistance as required
- Ensuring all safety equipment is in good condition and is readily available
- Follow company policies and procedures to ensure compliance
- Helping with stocking and restocking of supplies
- Create content for social media and aid the achievement of marketing goals
- Any other duties as deemed necessary by management

### **You are right for this role if you....**

- Are a self-starter with an energetic and proactive approach
- Are happy to work in all weather conditions
- Are confident thinking on your feet and coming up with solutions
- Work well in a team or on your own
- Have a hands-on approach and are happy to get stuck in from day one
- Are a team player and consider the impact of customer service on the wider business, working in a collaborative way with others irrespective of their job title
- Are passionate about sustainability and the natural environment

## Key experience & specific competencies

### Essential

- Excellent communication and interpersonal skills
- Ability to work independently and as part of a team
- Ability to work in a fast-paced environment and handle multiple tasks
- Willingness to work flexible hours, including weekends and holidays
- Technologically capable

### Desirable

- Previous experience in customer service
- Previous experience in boating or water-sports
- A minimum of 1-2 years' experience in a similar role

## Why should you apply for this role at GoBoat UK?

- You will become a crucial part of a growing and ambitious young business with a friendly, motivated and sociable team
- You'll be empowered from the start with significant responsibility from day one
- Your work at GoBoat will make a real difference by attracting more people to enjoy the beautiful waterways of the UK
- You'll receive a competitive hourly rate and opportunities for training and development throughout your time with us
- You will have fun! Access to free boat trips amongst other benefits

The nominal base location can be either Paddington or Canary Wharf with regular travel to other GoBoat locations. Travel beyond your nominal base will be compensated.

**Contract:** This is a variable hours contract, ending no later than 31st October. A 2-3 day training course will be provided.

At GoBoat we welcome customers from a diverse range of backgrounds, and we strive to reflect this in our team and culture. As a growing business, we respect and value the fact that everyone is different and believe that a diverse and inclusive team is the key to reaching our goals.