



GoBoat UK Maintenance and Service 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 highly motivated and dependable individual to join our electric boat hire business as a Service Crew Member. You will be joining the team ahead of opening to aid in the progress of our maintenance programme.

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 as well as being responsible for maintenance and rescue operations. They will have a keen interest in maintenance, 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
- Maintaining and repairing boats as required
- Monitoring the location and condition of all boats throughout the day
- Carrying out regular safety checks of the boats and ensure they are in good working order
- Assisting customers when their boat has broken down or if they are in distress
- Ensuring all safety equipment is in good condition and is readily available
- Completing paperwork and enter data into the computer system
- Helping with stocking and restocking of supplies
- Servicing of our electric engines (full training provided)
- Cosmetic maintenance and repair responsibilities
- 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 maintenance and service crew activities 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
- Keen interest in boat operations and maintenance
- Technologically capable

Desirable

- Previous experience in customer service
- Previous experience in boating or water-sports preferred
- 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 fixed-term, part-time position for 8 months, starting in January 2023, with the addition of a 1-2 week training period and the potential to extend.

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.