

**Job Title: CX Crew (Customer Experience)**

**Department: Operations**

**Reports To: Location Manager and Assistant Location Manager**

**Minimum Qualification:**

- Excellent communication and interpersonal skills
- Ability to work 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 outdoor and water-based activities
- Technologically capable

**Preferred Qualification:**

- 1-2 years' experience in a customer focused role

**Job Summary:**

We're looking for a CX Crew member to join our team and help us deliver an exceptional customer experience. As a CX Crew member, you will be responsible for providing excellent customer service, as well as performing daily maintenance checks, troubleshooting any technical issues, and providing basic repairs as necessary. You will also be responsible for preparing, cleaning and tidying the boats before and after hire, including the loading of supplies and equipment.

**Key Responsibilities:**

- Provide excellent customer service to all GoBoat visitors
- Provide safety and navigational instructions to customers prior to their journey
- Perform daily maintenance checks, troubleshoot any technical issues, and provide basic repairs as necessary

# GOBOAT

- Prepare, clean and tidy the boats before and after hire, including the loading of supplies and equipment
- Maintain a clean and orderly work area, and adhere to safety procedures while on the job
- Monitor customer activity and provide assistance as required
- Ensure 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

## **About the Company:**

We are a fast-growing and dynamic company with a mission to get more people on the UK's waterways in a sustainable way. We offer a variety of self-drive day boat rentals that are perfect for everyone, from families and friends to couples and groups. Our boats are fully-electric, so you can enjoy your day out without worrying about your impact on the environment.

## **Why Work For Us?**

- Competitive salary and benefits package: We offer the London Living Wage to all employees. Benefits include access to our pension scheme, paid holidays, and the opportunity to earn more using our commission incentive scheme.
- Friendly and supportive team: We're a close-knit crew who are always there to help each other out. We have regular staff socials to build camaraderie and foster a fun working environment.
- Grow your skills: We're not just about work, we're about your growth too. We offer training throughout our season for all team members.
- You love the outdoors like we do: Our roles put you in the heart of serene, yet energising locations surrounded by the natural beauty of water. Whether you're a sun-seeker or a fresh-air fiend, we think you'd love being a part of GoBoat.
- Make a difference, every day: We're not just another company, we're a force for good. Our commitment to sustainability means your work will make a real difference in the world.