

Job Title: TX Crew (Technical Experience)

Department: Operations

Reports To: Location Manager and Assistant Location Manager

Minimum Qualification:

- A minimum of 1-2 years' experience in related field
- 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

Preferred Qualification:

- Previous experience in customer service

Job Summary:

We're looking for a TX Crew member to join our team and help us deliver an exceptional customer experience. As a TX Crew member, you will be responsible for safely delivering bookings, attending breakdowns, and rectifying and preventing any maintenance issues. You will also be responsible for providing safety and navigational instructions to customers, maintaining and repairing boats, and monitoring the location and condition of all boats throughout the day.

Key Responsibilities:

- Safely deliver bookings
- Attend breakdowns and rectify any maintenance issues
- Provide safety and navigational instructions to customers
- Maintain and repair boats

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- Monitor the location and condition of all boats throughout the day
- Carry out regular safety checks of the boats and ensure they are in good working order
- Assist customers when their boat has broken down or if they are in distress
- Ensure all safety equipment is in good condition and is readily available
- Complete paperwork and enter data into the computer system
- Help with stocking and restocking of supplies
- Service of our electric engines
- Cosmetic maintenance and repair responsibilities
- 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 as a minimum 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 a practical skills based course, led by a RYA approved instructor.
- 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.

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- 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.