

Job Description

Whitefish Outfitters & Tours

Title: City Beach Rental Manager

Status: FT/Seasonal

Wage: DOE

Reports to: Owner, General Manager, Operations Manager

Employees Supervised: City Beach Rental Attendants.



About Us

Whitefish Outfitters and Tours operates the rental concession on City Beach at Whitefish Lake. We offer water rentals daily from Memorial Day through Labor Day. The concession is open for weekend business, as weather allows, as early as May 1st and as late as mid-October.

Job Summary

The Rental Manager is responsible for the City Beach staff, organizing the opening and closing shop procedures, inventory of all rentals and any other items we sell in the shop, safely getting guests their rented items, selling any incidentals from the shop, managing the timelines of the rental items, taking new reservations, checking guests in, and everything in between.

The hours of operation will run from 9:30 am to 8 pm. The last rental will go out at 6 pm. The shift will be split between two employees who will overlap during the middle of the shift from 1:30 pm to 3:30 pm. So that:

- Shift 1 begins at 9:30 am and leaves at 3:30 pm- 6 hour shift.
- Shift 2 begins at 1:30 pm and leaves at 8:30 pm- 6 hour shift.

Employees are expected to work a set schedule, 2/3/4 days/week. All vacations and time off are to be requested at the beginning of the summer.

General Expectations

- Keep track of employees and their schedules.
- Ensure your staff follows all rules and are responsible.
- Ensure a safe environment for guests. Make sure every rental goes out with a lift jacket- even if it's just a rental tube.
- Keep track of rental items via the rental board so we know what equipment went out and when. That way, we can easily track it if it is missing.
- Always keep shop presentable.
- Sweep the shop on a nightly basis.
- Take out the trash as needed.
- Responsible for inquiring about and restocking retail items as you run out.

- Keep paddles, life jackets, boats, kayaks, and tubes stored in an organized fashion.
- Make sure staff follows all policies and procedures set.
- Rental employees are expected to be on time and ready to work their entire shift.
- Update logs on damaged equipment. Responsible for lost, stolen, or broken items, so making sure guest is charged for damage.

A Typical Day at City Beach: Opening

- Arrive at City Beach at 9:30 for the 10 am opening time.
- Unlock the door, and check for any notes left by the closer the day before.
- Open the reservation software and see what you have going out first. Those items should be the first items on the beach.
- Open the sheds and closets to get equipment out on the beach, ready for customers.
- Make sure your staff has enough waivers and retail items to start their shift.
- Put out the chalkboard sign with pricing, pull out the retail rack with items for display.

A Typical Day at City Beach: Shift

- Check guests in via the reservation software. Make sure they've paid, that they've signed waivers, and that each guest has a life jacket.
- Make sure staff knows how to instruct guests on the proper use of each piece of equipment. Let them know where they can go - NOT the swimming area - and how much time they have.
- ALWAYS tell the guest what time they need to be back. WE WILL CHARGE FOR LATE RETURNS.
- Keep your workspace clean and tidy. Sell retail items as customers request.
- Keep the rental board updated as items are returned and/or rented again.
- Get ready for the shift change - make sure they know what's gone out and what's coming back in.
- Be friendly and helpful.

A Typical Day at City Beach: Closing

- After 6 pm, you can start bringing in all unrented items.
- Make sure you move the retail cart inside while you move between the beach and the shed.
- Put the chalkboard sign up.
- Pick up any trash in the shop. Sweep.
- Plug in the iPad so it's fully charged for the next day.
- Write any notes down for the opener - are you missing any gear? Did anything break? Did someone extend their rental?
- Make sure all items are properly stored, and that all the sheds and doors are locked before you leave City Beach.
- Report daily sales, complications, damaged items, etc. to either general or sales manager.