



Title: Manager – Rental Operations

Background:

In 1998, Community Boating Center (CBC) incorporated as a 501(c)(3) public charity dedicated to enriching the lives of area youth by exposing them to a new and challenging environment built upon a foundation of trust and respect. The CBC staff, acting as role models, provide friendship and mentorship, teach responsibility and teamwork and demonstrate commitment and compassion with all CBC students. Safety, Fun and Education are the cornerstones of CBC programs.

The flagship program is the Summer Youth Sailing Program that uses sailing and boating as a tool to instill integrity, sound judgment, teamwork, and environmental awareness in all participants.

In addition, CBC operates programs year-round, serving approximately 3,500 New Bedford area youth. Programs include:

- Classroom instruction during the academic year in a variety of public and private institutions
- Boat building projects
- Aquaculture
- Marine environmental studies
- Robotics
- Other STEM-based learning programs

In 2021, to continue to expand its community programs and further support efforts to reach a broader audience, CBC will launch a non-motorized rental operation (Kayaks and Stand Up Paddle Boards) in cooperation with the City of New Bedford. This operation will be located in Clark’s Cove in the south end of New Bedford directly across from CBC’s main headquarters.

Position Description:

Reporting to the COO, the Manager - Rental Operations is responsible for the safe, effective and efficient management and administration of all aspects of facility operations including employees, equipment and customers . The Manager - Rental Operations will be a seasonal position from May - September.

Responsibilities:

- Organizes, coordinates and manages all boating operations including collection of fees, rentals, programs and associated forms and reports
- Operates and maintains all equipment, docks, grounds and facilities of the boat rental program in excellent and safe condition at all times. Notifies COO of any equipment or facility repair issues.
- Manages financial aspects of the program including cash register operations, completion of financial reports and banking activities.
- Enforces safety standards and emergency procedures for operation of boat rentals in compliance with CBC, state and local regulations.
- Ensure and enforce compliance with all health regulations, including Covid and other situations
- Assists in training, supervising, scheduling, disciplining, reviewing, and directing the operation's staff at the direction of CBC's COO.
- Maintains and ensures a safe facility environment including standards for maintenance and upkeep of equipment, sanitation, dress, cash control, and employee hygiene.
- Notifies COO of all unusual events, circumstances, or other safety or quality control issues
- Ensures complete guest satisfaction at all times. Handles guests' complaints and solves them according to customer service standards
- Performs opening and closing procedures as directed
- Performs end of day closeout to include cash accountability and sales reports
- Prices and stocks inventory as well as conducting and submitting end of month inventories.
- Controls and administers boat rentals
- Carries out additional assigned duties

Characteristics

- An understanding of and appreciation for community-based services
- Embrace and promote the values and purpose of CBC in the community
- An ability to thrive in and contribute to a team-based culture
- Highly effective time management skills, and the ability to multi-task and prioritize work
- Common sense and astute judgment
- Strong planning and execution skills
- Ability to engage community members at high levels
- Effectively deal with people of all ages and backgrounds
- Creative problem solver
- Flexibility to effectively respond to unforeseen circumstances and successfully adapt as necessary
- Excellent communications skills, both verbal and written
- Highly motivated, personable and a self-starter.
- Natural leadership style that is inclusive, transparent and team oriented

Qualifications

- Ability to read, write, and speak Spanish and/or Portuguese proficiently a plus
- Acquires and maintains certifications or attends training classes as required by the department.
- Computer proficiency with the ability to utilize MS Word, Excel, and Outlook.
- Demonstrated talent for effectively interacting with a wide variety of people.
- Strong customer service abilities; actively looks for ways to assist customers and coworkers.
- Experience in supervising, leading and mentoring a team of dedicated employees
- Experience in the education field would be a plus
- Must be able to swim and be willing to wear a personal flotation device while on duty.
- Experience managing a boat center preferred or experience in a retail/service oriented business desired.
- Familiarity with any aspect of sailing, kayaking, boating, and canoeing a plus. Also familiar with MA water and boating regulations.
- Must be able to work a flexible schedule up to but not exceeding 40 hours per week including weekends and holidays (weather dependent).
- MA Child Abuse and MA Criminal Background check
- Moving about on foot to accomplish tasks, particularly frequent movements from place to place within the facility. Bend, lift, carry, reach/extend arms and hands above shoulder height frequently, or otherwise move in a constantly changing environment. Lifting, carrying, and pushing up to 25 lbs. regularly, 30-35 lbs. frequently, and up to 50 lbs. occasionally.
- Ability to stand for the entire work day and to climb steps regularly.
- Ability to work in wet and slippery conditions in seasonably variable weather conditions

EQUAL OPPORTUNITY EMPLOYMENT

The Community Boating Center, Inc. is an equal opportunity employer and does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, ancestry, age, disability, sexual orientation, veteran status or any other characteristic protected by law.

HOW TO APPLY

Interested applicants should submit a cover letter and resume by email to cbc@communityboating.org.