

JOB DESCRIPTION

Job Title: Outdoor Activity Assistant with Administration responsibilities.

Location: Canoe Wild, Grove Ferry Picnic Site, Canterbury, CT3 4BP

Hours of work: Minimum of 16 – flexible

Contract: Seasonal working – March – September.

Job Purpose:

We are looking for a hardworking, customer focused, outdoor loving, individual to join our fantastic paddlesport company team. The job will involve working between two main sites at Grove Ferry and Fordwich, offering paddlesport activities to our customers.

The role specifically includes the position of ‘Admin Assistant’, this position requires someone who is confident and ideally experienced in customer face to face work, answering telephones, taking bookings, managing booking systems and taking payments over the phone. The role of the Outdoor Activity Assistant with Administration responsibilities is to welcome our customers, sign them in and ensure they have read and understood our terms and conditions of hire. The role is also responsible for all filing and paperwork management as well as answering telephone and email enquiries, cashing up and writing up our day hire boards.

The role will also include briefing the customers on the basic technique of paddling, delivering health and safety information, fitting customers with kit and equipment, lifting and loading craft as well as launching and retrieving our customers from the water.

Full training and equipment are provided.

The Person – Expertise & Experience:

<i>Essential</i>	<i>Desirable</i>
<ul style="list-style-type: none"> • Excellent customer service skills • Experience in an administration roll • Previous experience handling enquires, answering telephones, cashing up and filing • Excellent time management skills • Great team player • Available at least 2 days a week 	<ul style="list-style-type: none"> • <i>Qualifications in administration tasks</i> • <i>Physically fit</i> • <i>More availability</i> • <i>Paddle experience and or qualifications.</i>

If you wish to apply for the position, please send your CV and covering letter outlining your suitability for the position as well as when you could start work and your availability to jobs@canoewild.co.uk or for more information on the position please call 07947 835688.

Feb 2023

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