



Hiring Dock Assistants, Rental Assistants, and Tour Guides
Spring/Summer 2021

Application Deadline: April 15, 2021

The Austin Rowing Club (ARC) is a 501 (c)(3) non-profit organization offering rowing programs, kayak & SUP rentals, lessons, and tours. We are located in the heart of downtown Austin at the Waller Creek Boathouse. We are looking for friendly and responsible individuals to join our Rental team for the **2021 summer season** (April - August).

Our goal is to provide guests with fun and positive paddling experiences. Our workplace is fun and fast-paced. Ideal candidates are responsible and resourceful individuals who are able to work independently and as a team, with a passion for watersports and customer service in an outdoor setting.

Staff perks include, but are not limited to paid training, flexible scheduling, holiday bonuses, free paddle time, discounts at the boathouse cafe, advancement opportunities, and more! We hope you'll consider joining our amazing team!



Dock Assistant (Ages 16+)

Dock Assistants help primarily with dock operations, including but not limited to:

- Assisting guests launch and return on the dock
- Providing paddling and safety instruction
- Informing guests of lake rules, water hazards, and weather conditions
- Ensuring guests are launched with properly fitting life vests
- Enforcing rules and safety protocol
- Communicating with coworkers and helping with group tasks
- Caring for, maintaining, and organizing ARC equipment

Requirements:

- Ability to move/lift 40-50 lbs.
- Ability to work outdoors in all weather conditions
- Ability to work as a team
- CPR Certification (within 15 days of hire date)
- Background Check
- 10 – 15 hours of weekly availability
- Weekend and holiday availability
- Passion for customer service and watersports preferred

Compensation:

- \$14/hour

Rental Assistant (Ages 18+)

Rental Assistants handle both desk and dock operations, including but not limited to:

- Point of sale system
- Checking guests in/out, assisting guests for launches and returns, providing safety and paddling instruction, answering guest inquiries in person and via phone
- Preparing the dock with kayaks and paddleboards
- Caring for, maintaining, and organizing ARC equipment
- Monitoring weather conditions
- Managing shift tasks and staff communications
- Assisting in opening and closing procedures
- General communications, creative problem solving and troubleshooting

Requirements:

- Ability to move/lift 40-50 lbs.
- Ability to work outdoors in all weather conditions
- Ability to work as a team
- CPR Certification (within 15 days of hire date)
- Background Check
- 10 – 20 hours of weekly availability

- Weekday and weekend availability, including major holidays
- Previous experience with and passion for customer service and watersports preferred

Compensation:

- \$15/hour

Tour Guide (Ages 18+)

Guides are responsible for leading fun and informative tours, while also keeping guests safe and comfortable. Other responsibilities include:

- Preparing boats for tours and helping guests into and out of boats
- Providing in depth paddling and safety instruction
- Monitoring weather conditions and adjusting tours as needed
- Performing rescues of persons and equipment and facilitating evacuation when needed

Guides will primarily lead our two most popular tours: The Downtown to Barton Springs Tour and the Sunset Bat Tour. Ideal candidates are outgoing, friendly, professional and safety oriented. Guides should be able to communicate effectively and command large groups of people.

Qualifications:

- Previous kayaking experience and guide experience preferred
- Knowledge of Austin, Lady Bird Lake, and local history
- Previous experience with and passion for customer service and watersports
- Ability to lead and communicate with groups of varying ages, abilities, and sizes
- Ability to engage and entertain guests, while maintaining a professional and educational demeanor

Requirements:

- Ability to work outdoors in all weather conditions
- Ability to paddle for two hours
- Ability to move/lift 40-50 lbs.
- Ability to work as a team
- CPR Certification (within 15 days of hire date)
- Background Check
- 10 hours of weekly availability
- Weekday and weekend availability, mornings and evenings
- Attend and participate in guide meetings

Compensation:

- \$15/hour
- Note: each Guide shift is approximately 2.5 hours long