

Narrow River Outpost Rental Attendant/Waterfront Staff

Ready to spend your summer by the water? Join us at our Narrow River Outpost on beautiful Narrow River at Middlebridge in Narragansett! This fast-paced position allows you to share your love of paddle sports in one of southern New England's premier paddle destinations at the doorstep of the John H. Chafee National Wildlife Refuge.

The Narrow River Outpost Rental Attendant and Waterfront Staff is responsible for welcoming and assisting visitors, providing information on paddle sports and the Narrow (Pettaquamscutt) Watershed, properly outfitting customers, maintaining rental equipment, organizing inventory, and effectively communicating with team members and customers. This position may be combined with or include cashier responsibilities.

Position responsibilities include, but are not limited to:

- Greeting, welcoming, and directing customers
- Responding to telephone and text line
- Maintaining and organizing rental boat fleet, paddles, and life jackets
- Using strong communication skills to work with NRK Staff and customers
- Moving equipment to and from the waterfront
- Tracking customers on and off the water
- Keeping the facilities and grounds clean, well-kept, organized, safe and free of potential hazards
- Ensuring cleaning, maintenance and proper storage of equipment
- Assisting guides and instructors with tours and lessons
- Following all boating and NRK safety rules and procedures
- Participating in all scheduled training and orientation meetings
- Being prepared to work outdoors during the summer season
- Properly outfitting customers with equipment
- Providing customers with basic paddle and safety instruction
- Educating customers on the Narrow River Watershed
- Suggesting suitable paddle routes to customers
- Being knowledgeable and aware wind, weather and tides at all times
- Providing CPR, First-Aid and administering care with AED

Position requirements and skills include, but are not limited to:

- Strong verbal communication and customer service skills
- Professionalism, organization and dependability
- Works well under pressure, enjoys dealing with the public, is an outgoing and friendly team player
- Possesses current CPR/First Aid/AED certification or completes training
- Able to lift and carry 50 lbs. by yourself
- Available to participate in NRK training sessions
- Available to work 8-hour shifts between 8am-6pm
- Available to work holidays and at least one weekend day per week
- Available to work through Labor Day (September 2)
- Is 16 years of age or older
- Has reliable transportation to and from work.
- Is comfortable working in summer heat conditions
- Possesses knowledge of Narrow River Watershed or willingness to learn
- Possesses knowledge and skills related to paddle sports or willingness to learn
- Is aware of winds, weather and tides at all times





Narrow River Outpost Lead Staff/Supervisor

We're looking for 1-2 individuals to help lead staff at our Narrow River Outpost at 94 Middlebridge Road in Narragansett. In addition to assisting with daily staff duties, this position requires overseeing staff to ensure that all operations run smoothly and safety procedures and NRK rules and policies are being adhered to at opening, closing and throughout the day. The Lead Staff/Supervisor works closely with the owner and staff to consistently provide a high quality of service to our customers.

Kayak, canoe and stand-up paddleboard experience as well as knowledge and familiarity of the Narrow River Watershed including navigation, natural surroundings, wildlife and history are helpful, but not required.

Position responsibilities include, but are not limited to:

- Assisting the owner/manager with staff training
- Ensures that staff are responding accordingly to telephone calls and text messages
- Assisting with staff responsibilities
- Serving as a liaison between staff and management/ownership
- Fielding customer and staff concerns and reporting to management/ownership
- Ensuring that duties are being carried out by staff at opening, closing and throughout the day
- Submitting a daily checklist at closing to ensure the completion of all duties
- Closing out daily sales at the end of the day

Position requirements and skills include, but are not limited to:

- Must be attentive, outgoing, courteous, and friendly
- Enjoys dealing with the public
- Ability to multitask and strong attention to details and
- Possesses strong verbal communication and leadership skills
- Highly responsible
- Works well in a team environment
- Strong organizational skills
- Reliable transportation to and from work
- Available to work up to 8-hour shifts between 8am-6pm
- Available to work holidays and at least one weekend day per week
- Available to work through Labor Day (September 2)
- Is a minimum of 21 years of age or older
- Be comfortable working in summer heat conditions
- Possesses knowledge of Narrow River Watershed or willingness to learn
- Possesses knowledge and skills related to paddle sports or willingness to learn
- Is aware of winds, weather and tides at all times





Narrow River Outpost Cashier

Our cashier is one of the first staff members to greet our customers, so a friendly, courteous and outgoing demeanor is a must in order to set a positive tone for a great overall experience. In addition to taking payment, the cashier also ensures that all paperwork, including waiver release forms, has been properly completed for each participant. The cashier must become familiar with our services, rates and equipment and be prepared to answer general questions about our operation. This position may be combined with or include Rental Attendant/Waterfront Staff responsibilities.

Position responsibilities include, but are not limited to:

- Fielding questions from customers and general public
- Greeting and welcoming customers and providing excellent customer
- Processing payments for products and services rendered
- Communicating customer arrival and requested equipment to waterfront
- Ensuring waiver forms are properly completed
- Stocking and restocking materials and products in our shop
- Being familiar with our rates and services provided
- Informing customers about the services we provide
- Keeping shop and storefront clean, well kept, and free of hazards

Position requirements and skills include, but are not limited to:

- Courteous, outgoing and friendly demeanor
- 16 years of age or older
- Ability to deal with the public
- Effective communicator
- Strong organization and attention to detail
- Knowledge of rates and services offered
- Available to work 8-hour shifts between 8am-6pm
- Available to work holidays and at least one weekend day per week
- Available to work through Labor Day (September 2)
- Familiarity with paddle-related equipment, knowledge of Narrow River
- Prior cashier experience preferred, but not required.





Delivery and Pickup Driver

We are currently looking to fill at least one driver position. The driver position is based out of our cartop and mobile operations center in West Kingston. The driver is the one who delivers the fun to our customers for full-day, overnight and multiday rentals as well as special event rentals and picks up the equipment when our customers are finished.

While we do provide training, the candidate must be 21 years of age or older, possess a valid driver's license, have a clean driving record, and able to lift up to 75 pounds or more without assistance. The candidate should also be comfortable driving and maneuvering a full-size pickup truck with a trailer attached. In addition to delivery and pickup duties, the driver also is responsible for loading, unloading, and securing equipment onto the truck and/or trailer in addition to connecting and disconnecting a trailer.

If you enjoy being on the road and the idea of delivering kayaks, canoes and paddle boards to many of the great paddle destinations in our southern Rhode Island delivery zone, this could be the position for you! This position may be combined with the Cartop and Mobile Operations Expediter position for the right candidate.

Position responsibilities include, but are not limited to:

- Loading, securing and transport equipment to and from locations within our delivery zone .
- Ensuring that equipment is clean and in working order
- Delivering and picking up equipment in a timely manner
- Delivering additional equipment to Narrow River Outpost when needed
- Properly connecting, disconnecting and parking trailer
- Providing customers with appropriate equipment
- Providing basic paddle instruction as needed
- Providing tips and route suggestions to paddlers at various locations

Position requirements and skills include, but are not limited to:

- Possesses a valid driver's license
- Is highly responsible
- Courteous, outgoing and friendly demeanor
- Is a safe and cautious driver
- Is organized and possesses strong attention to detail
- Has a minimum of 3 years driving experience
- Has a clean driving record
- Is at least 21 years of age
- Available to work 8-hour shifts between 8am-6pm
- Available to work holidays and at least one weekend day per week
- Available to work through Labor Day (September 2)
- Paddle experience and knowledge of various paddle locations we serve is helpful
- Is aware of wind, weather and tides at all times





Cartop and Mobile Operations Expediter

Our cartop and mobile operations expediter works from our location on Liberty Lane in West Kingston. This position may also be merged with the driver position for the right candidate. This individual coordinates appointments for our cartop and mobile services including the delivery and pickup of equipment. In addition, this person in this role prepares equipment for delivery and pickup and assists the driver with loading and unloading. The ideal candidate possesses the ability to multitask and strong attention to detail. This position may be combined with the driver position for the right candidate.

Position responsibilities include, but are not limited to:

- Scheduling deliveries and pickups for mobile and cartop appointments
- Helping load and unload cartop customers upon arrival and return
- Scheduling, entering and maintaining appointments in the booking system
- Invoicing customers
- Preparing and sending rental quotes, confirmation emails and payment links to customers
- Processing payments and refunds
- Providing customers with information about our services
- Keeps facilities clean, organized and well kept
- Answers the telephone and responding to email submission forms
- Staging all equipment needed for driver and ensures that it is clean and in working order
- Assisting driver with loading, unloading and securing of equipment
- Washing, storing and securing equipment; repairing equipment as needed
- Communicating with driver, Narrow River Outpost staff and owner/manager

Position requirements and skills include, but are not limited to:

- 18 years of age or older
- Courteous, outgoing and friendly demeanor
- Ability to deal with the public
- Effective communicator verbally and in writing
- Strong organizational skills and attention to detail
- Knowledge of rates and services offered
- Available to work 8-hour shifts between 8am-6pm
- Available to work holidays and at least one weekend day per week
- Available to work through Labor Day (September 2)
- Familiarity with paddle-related equipment, knowledge of our delivery zone is a plus
- Ability to lift 50-75 lbs. without assistance

