

# Country Squirrel Outfitters

## Company Information

Country Squirrel Outfitters is an outdoor recreation company that offers rentals, guided trips, educational seminars, and has a retail store (brick & mortar & online store). We offer a variety of outdoor recreational gear and rentals for paddling, hiking, backpacking, camping, rock climbing, cycling, running, and fishing.

## Position Description

### Team Lead / Shift Supervisor

#### Position Type:

Full Time or Part Time, Seasonal (Memorial Day weekend through Labor Day weekend). Weekend and Holiday work is required. Weekend work is available now, and preference is given to those that can start working weekends prior to Memorial Day. Preference is also given to those that can work full time (40 hrs./week). College students interested in Outdoor Recreation Management are encouraged to apply.

#### Compensation

\$9.00- \$12.00, based on experience and grade level.

#### Primary duties

- Ability to manage all day to day store operations without supervision
- Ability to troubleshoot systems (POS, website, etc.)
- Ability to develop the shuttle schedule and assign shuttle responsibilities to staff
- Supervise employees, provide guidance and assign daily tasks to employees
- Hold staff accountable for completing all daily tasks
- Present new ideas for trips, educational sessions, etc.
- Develop the monthly staff schedule
- Develop staff training plans
- Update employee tasks and train employees
- Report weekly to store owner (each team lead will have reports assigned, such as sales, activities, etc.)
- Other duties as assigned.
- *Responsible for performing store opening and closing activities.*
- *Organize canoe / kayak shuttle schedules.*
- *Manage inventory (data entry into POS system, and stocking shelves).*
- *Manage customer special requests by providing prices and options for the customer.*
- *Organize and clean outdoor recreation equipment.*
- *Operate cash register, run daily report and count cash drawer.*
- *Answer phones and take reservations.*
- *Lead staff meetings and trainings.*
- *Assist and instruct customers on proper use of rental equipment.*
- *Process office paperwork*

## Qualifications

- Strong belief in a healthy and active lifestyle.
- Minimum of a high school diploma or equivalent
- Experience with two (2) or more of the following outdoor recreation activities: cycling, mountain biking, running, backpacking, hiking, rock climbing, fishing, canoeing or kayaking.
- Proficiency with computers, Microsoft Office applications, and website applications, which are used to book our reservations. Understanding of Wordpress is a plus.
- Excellent communication skills both written and oral; including the ability to understand and articulate policy and procedures.
- Leadership skills.
- Good organizational skills.
- Ability to prioritize and manage several projects at one time.
- Ability and desire to work collaboratively with others.
- Ability to work in a fast paced environment and be flexible with schedules.
- Must be available to work weekends and holidays. One team lead/shift supervisor will be required to be on site at all times.
- Balance of a professional attitude while having fun.
- Ability to lift 50 pounds (carry canoes and kayaks , usually with the assistance of the customer or other staff).
- Previous supervisory experience is a plus, but not required.
- Previous experience with customer service, retail or an outfitter business is preferred, but not required.
- Previous experience with outdoor guiding or instruction is preferred, but not required.

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