

Boss Frog's Dive & Surf and Hawaiian Style Beach Activities (the "Company")

Job Description

Shop Agent

8/24/2016

This job description identifies the major responsibilities of this position. It is written to describe work currently organized and performed by a fully qualified employee who possesses the knowledge, skills, and experience required by the position. It does not include all aspects of the position such as potential additional duties as requested by a manager and the requirement for flexibility in helping others for the Company's overall benefit. The Company reserves the right to revise the contents of this description at any time. The document is not a contract for employment, and either you or the Company may terminate your employment at any time, for any or no reason, with or without cause. This description reflects management's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned to the employee.

Job Description:

Position is responsible for a wide variety of duties in the Boss Frog's Dive Shops and Hawaiian Style Activities Desks, including activities sales, timeshare tours, retail sales and sports gear rentals.

Duties, Responsibilities and Physical Demands:

Primary duties and responsibilities include (but not limited to):

- Must be able to work up to 10 hours shifts and lift up to 50 pounds.
- Opening shop for daily business. Including opening doors, turning on computers, lights, air conditioning, etc., setting up rental/retail merchandise, returning any rental merchandise returned overnight including cleaning snorkel gear, and any other duties that will set up shop for daily operation.
- Must regularly and reliably report to work on time.
- Work in hot and humid conditions in the sun.
- Greet and assist customers in a professional and courteous manner. Including pitching and selling various products and activities that are available through Boss Frog's.
- Have customers accurately complete any paperwork for all transactions, including waivers, credit card transaction and timeshare tours.
- Keep shop clean and organized, including sweeping, taking out trash, cleaning and organizing.
- Make sure storage areas and public areas in customer's view are clean, organized and free of trash and debris.
- Cleaning snorkel gear returned using a sink, which requires some hunching over.
- Reaching over head to retrieve snorkel gear from hanging racks.
- Lift and organize large paddleboards and surfboards.
- Ability to lift and carry sports rental gear, including paddleboard and surfboards, to a customer's car and secure it to the roof.
- Responsible for simple repair and maintenance of equipment.
- Twisting, crouching and bending to assist clients with fitting sports rental gear.
- Moving, organizing and rearranging bicycles.
- Maintain accurate cash bank.
- Conducting inventory of rental merchandise on Tuesdays and submitting to Rental Manager by 1pm.
- Running closing paperwork at end of shift.
- Making any and all deposits for the day at the end of your shift.
- Computer/cable areas are clear, untangled.
- No personal items, beverages, clothes etc. are visible to customers.
- Closing shop. Putting away/bring in any rental and/or retail merchandise outside of shop, closing and locking doors, turning off computers, lights, air conditioning, etc., and setting alarm (if applicable).
- Signage and lights are in good presentation and working condition.
- Must be willing to perform tasks not listed here when requested by management.

Minimum Qualifications:

Ability to communicate effectively both verbally and in writing. Position requires good physical condition and sustained endurance for long periods of standing. Must be able to lift large paddleboards. Verbal ability, ability to organize, ability to communicate with customers, ability to perform a variety of tasks, ability to change assignments on short notice, public contact and conscientious when performing tasks.

Signature of Employee: _____ Date: _____