



FORWARD OUTDOOR

Job Title: Rental Operations Assistant

Location: Forward Outdoor HQ, 3700 N. Fratney St., Milwaukee, WI

Duration: Mid-May to September 2024 (Part-time Seasonal. Some hours might be available outside of our main season depending on candidate and business needs.)

Hourly Rate: \$18/hr

Hours: Minimum 15 hours per week during our Rental Hours of Thursdays 4-7pm, Fridays 4-7pm, Saturdays 9am-6pm, Sundays 10am-7pm.

About Us:

Forward Outdoor is an adventure company based in Milwaukee, WI, specializing in outdoor gear rentals and providing exceptional outdoor experiences to our customers. We offer a wide range of gear including kayaks, canoes, stand-up paddleboards, mountain bikes, and camping equipment.

Position Overview:

We are seeking a passionate and customer service-oriented individual to join our team as a Rental Operations Assistant. This position will play a crucial role in ensuring smooth operations within our rental department, assisting customers with gear rentals, providing basic bike repair and maintenance services, and maintaining cleanliness and functionality of our equipment.

Responsibilities:

- Assist customers with gear rentals, providing excellent customer service and guidance on equipment selection.
- Handle rental transactions, including processing payments and managing rental agreements.

- Perform basic bike repair and maintenance tasks, including tire changes, brake adjustments, and gear tuning. Further training will be provided as needed.
- Clean and maintain camping gear, kayaks, stand-up paddleboards, mountain bikes and other equipment to ensure they are in optimal condition for rental.
- Organize and store equipment properly to maximize space and efficiency.
- Provide general knowledge and recommendations regarding outdoor recreation opportunities in the Milwaukee area, including trailheads, camping and hiking spots, and boat launches.
- Assist with inventory management and restocking of rental equipment.
- Adhere to safety protocols and procedures to ensure the well-being of customers and staff.
- We are a new company, so candidate will need flexibility to assume new tasks as they arise and other duties as assigned.

Requirements:

- Customer service experience, preferably in the outdoor industry.
- Ability to lift kayaks and canoes weighing up to 80 pounds.
- Basic bike repair and maintenance skills. Further training can be provided.
- Knowledge of outdoor recreation activities in the Milwaukee area.
- Excellent communication and interpersonal skills.
- Reliable and punctual.
- Ability to work independently and as part of a team.
- Must be available to work during scheduled shop hours.
- Minimum of 18 years old.

Preferred Qualifications:

- Experience with outdoor gear rentals or retail.
- Passion for outdoor adventure and environmental stewardship.

Join us at Forward Outdoor and be part of a dynamic team dedicated to helping people enjoy the great outdoors to the fullest extent! Apply now to embark on an exciting adventure with us.

Email hello@forwardoutdoor.com with the subject line "Rental Operations Assistant" with a description of your background and experience (resume if you have it) and why you'd like to work with us.