



## CUSTOMER SERVICE TEAM MEMBER

<b>Job title</b>	<i>Customer Service Team Member</i>
<b>Pay rate</b>	\$19/hr

Passionate about surfing and exceptional customer service? Join our team and help create unforgettable experiences for surfers of all skill levels!

### **The Live To Surf Culture**

A cornerstone of the Tofino surfing community since 1984, Live To Surf is a family-owned and operated business that values every individual. We strive to maintain a motivating and empowering work environment, embracing and welcoming all customers and team members into a non-intimidating atmosphere. We appreciate initiative and recognize those willing to embrace learning and responsibility directed toward company improvement and growth.

### **Job Purpose**

As a Customer Service Team Member your focus is primarily on rental operations, greeting and fitting outgoing customers with rental gear and cleaning returned gear in our specialized washing and drying facilities. Along with occasional retail work, you will be providing exceptional service to our customers and ensuring that they leave with positive memories.

### **Duties and Responsibilities**

- Ensure all customer needs are met while delivering a fun and enjoyable experience from the moment they enter our shop.
- Execute accurate transactions in accordance with established procedures.
- Assist with organization and maintenance of physical inventories within rental and retail departments.
- Other duties as required from time to time.

### **Skills and Qualifications**

- A warm and positive attitude.
- Experience in customer service is beneficial.
- Excellent communication skills.
- Ability to work within a team and independently.
- Knowledge of surfing and familiarity with local beaches and conditions is beneficial.
- Valid Class 5 driver's license is an asset.

### **Working conditions**

Flexibility to multi-task in a fast-paced work environment, indoors and outdoors in all weather conditions with frequent use of stairs, and other physical tasks such as lifting, washing and carrying surf rental equipment throughout the day. Working weekends, evenings and holidays based on the surf shop's operating hours, is required.