



Customer Experience Officer

Second Nature Outdoors

Fredericton & Oromocto

Who we are

Second Nature Outdoors is an outdoor adventure company serving the greater Fredericton and Oromocto region since 2014. We offer our guests the opportunity to discover nature and reconnect with friends and family outdoors. Our staff are passionate about the outdoors and love to spend time paddling, cycling, hiking and camping.

Second Nature Outdoors rents canoes, kayaks, stand up paddle boards and bikes as well as offers guided tours and instructional clinics at both our Fredericton and Oromocto locations. Imagine being able to paddle beautiful rivers and ride the city trails by bike as part of your day!

What you will do

Customer Experience Officers are responsible for the day to day guest services at Second Nature Outdoors facilities. Reporting to the Operations Manager, you will provide high quality customer service to all our guests as part of a team. The successful candidate will rent canoes, kayaks, stand up paddleboards and bikes. Additionally staff working out of our Fredericton location may also assist with the Lily Dipper Cafe. Additional duties include:

- Problem solving
- Guiding / instructing to guests
- Provide exceptional customer service
- Assist guests who have capsized in the river
- Driving trucks and trailers
- Other duties as assigned

Work Environment

- Office in Fredericton or Oromocto (positions available at both locations)
- Working directly the public
- Small staff team
- Fast paced environment
- Physically demanding (lifting and carrying canoes and kayaks)
- Working weekends and evenings



Who you are

You are someone who is self motivated and likes to be busy and working as part of a team. You have excellent communication skills and can think on your feet. You have a passion for the outdoors and love to share it with others.

Must have:

- Experience working with various computer software programs including google docs, Canva, and point of sale systems
- Valid class 5 driver's license as issued by the province of New Brunswick or equivalent,
- Pleasure Craft Operators Card,
- An equivalent combination of education, training and experience may be considered,
- Written and spoken competence in English,
- Standard Workplace First Aid and CPR,
- Experience canoeing, kayaking or Stand up Paddle boarding,

Nice to have:

- Bilingual (French & English)
- Experience in the Tourism and Hospitality Industry
- Experience guiding groups
- Paddle Canada Instructor certification
- Safe food handling certification
- Barista Experience

Wage

\$14.75 - \$15.00 per hour **May - September**

Second Nature Outdoors is committed to providing a safe and inclusive environment for everyone. Not only for our guests but also our staff.

How to apply

Please apply through our website or email us at info@secondnatureoutdoors.com with your resume and cover letter.

Applications will be accepted until all positions are filled. We thank everyone who applies however only those invited for an interview will be contacted.