



Shelby Farms Park and Greenline are managed and operated by the 501(c)3 nonprofit organization Shelby Farms Park Conservancy. Our vision is to give rise to a celebrated 21st century park that defines and shapes a great city.

Title: Recreation Rentals Intern

Supervisor: Retail/Merchandising Manager

Brief position summary: Assisting in the daily operations of the Boathouse and/or Wheelhouse at Shelby Farms Park. Key duties include preparing bikes and boats, paddles, & PFDs for use each day, managing inventory and communicating available inventory to rental associates, and preparing bikes, boats, paddles & PFDs for storage at the end of each day. Assist Recreation Rentals Leads and team of rental associates, maintaining an atmosphere of warm, friendly customer service to SFPC visitors and members.

Hours and duration of internship:

- Responsibilities: Assists Recreation Rentals Leads in daily operations at Shelby Farms Park rental locations to ensure adherence to company and department policies and procedures by the rental associate team. Helps customer have an optimal experience, offering suggestions and opinions on best boating and biking practices.
- Assists Managers and Recreation Rental Leads with HR functions such as: recruiting, orienting and training rental associates. Also coaching associates and monitoring job results.
- Responsible for maintaining inventories of rental fleet equipment throughout each day and communicating available inventory to rental associates.
- Accurately complete customer purchases and process all payment tenders.
- Assists in cash handling functions including POS system, registers and daily reporting.
- Ensures all recreation rental areas are well maintained, including the inventory at Boathouse and Wheelhouse.
- Be fully conversant about the Park's mission and programs.
- Establish personalized yet professional rapport with customers.
- Maintain a working knowledge of park amenities and operational times for various locations.
- Any other duty assigned by Recreation Rentals Leads, Assistant Manager and/or Retail Manager.

Requirements and Qualifications:

- Flexible schedule: Must be available to work weekends and some holidays/school breaks
- Experience with handling cash/operating Point of Sale register preferred
- Experience with water recreation and bicycle maintenance is a plus.
- Demonstrated strong customer service orientation required.
- Self-motivated, strategic, team player.

- Excellent organizational, decision-making, and problem-solving skills required.
- Excellent communication skills and desire to provide a friendly and enjoyable customer experience while working well with your team.
- Ability to stand or walk constantly during shift.
- Demonstrates values of collaboration, accountability, authenticity, trust and learning
- Commitment to the consistent production of high quality, detailed work
- Organizes, plans and schedules in an efficient, productive manner
- Collaborates with people of different races, backgrounds, experiences and educational levels
- Elicits confidence and builds rapport with leadership, staff, and customers
- Enthusiastic, dependable, self-motivated and self-aware

To apply, students should fill out the online form found at this site:
www.shelbyfarmspark.org/internship-opportunities.