



About Us

Inspired to bring people closer to nature and to each other, we are building the category leader in high-end campervan and overland vehicle rentals in order to make it easier for those with a taste for adventure to get fully immersed in our nation's most beautiful landscapes.

We are an energetic, cross-disciplinary and distributed team focused on delivering consistently exceptional hospitality everywhere we operate. Clients can rent our rapidly growing fleet of Sportmobile-built Mercedes Benz Sprinter campervans and Tacomas, 4Runners, and Jeeps rigorously outfitted for overland travel from our rental hubs in San Francisco, Las Vegas, Jackson Hole, Salt Lake City, and Whitefish, MT / Glacier NP. Check both Moterra ([website](#) & [Instagram](#)) and Pacific Overlander ([website](#) & [Instagram](#)) out for more information on our vehicles, destinations, and other offerings.

The Roles We're Looking To Fill

We're expanding our San Francisco operations team through the addition of multiple **Vehicle Detailing & Client Handover Specialists**. These team members will be responsible for ensuring the consistent delivery of high-quality service to all customers traveling in and out of San Francisco. In addition to being the face of the local operation with clients, this role will oversee and/or directly participate in cleaning, stocking, scheduling, maintenance and on-trip troubleshooting.

These roles will provide a unique opportunity to play an integral role in both companies' rapidly growing operations with the potential to take on a variety of additional responsibilities over time.

This is a part time hourly role which will last at least through October, with potential opportunities to extend into a year round position. Workload often varies by week, and will range between 10 - 30 hours on most weeks. Team members must be responsive to the schedule requirements of the reservation schedule during business hours, with most duties must be performed at our San Francisco Office (1665 Innes Ave).

The Moral of the Story

If you're excited about playing a central role in facilitating experiences for customers which lead to five-star reviews like those we've received on [Google](#) and [Trip Advisor](#), we'd love to hear from you!

Please email us at info@gomoterra.com with "SF Operations role" in the subject line, attaching your resume, and a few words about what excites you most about the role.

Moterra Campervans and Pacific Overlander are committed to diversity and inclusion. We seek enthusiastic applicants from all backgrounds to join our team, and we encourage our employees to bring their authentic, original, and best selves to work.

Detailing & Client Handover Specialist

San Francisco, CA



Responsibilities

This is an hourly role which is broken into three conjoining time segments (below). Team members must be responsive to the schedule requirements of the reservation schedule during business hours, with most duties must be performed at our San Francisco Office (1665 Innes Ave).

Customer Service

- Ensure all paperwork and questions are addressed and arrival details are confirmed; contact clients to update information where necessary.
- Greet clients on their arrival into the region, and provide an engaging and informative and outstanding hand-over experience. Ensure that clients begin their rental feeling excited and comfortable in the campervan.
- Meet clients upon their return, invite feedback, and turn customers into advocates.
- Perform local vehicle delivery and pick up when required
- Ensure our reservation management system is up to date with all relevant paperwork and notes, checking the customers in and out on the system, recording damages, settling outstanding cash balances, etc.

Vehicle Detailing

- Ensure that every van/vehicle is ready to wow clients upon their arrival through:
 - Thorough cleaning of vehicle interior, exterior and all included equipment in line with Moterra's standards and our COVID-19 protocols
 - Restocking with the full list of stock inclusions, including any paid add-ons and other customer-specific requests
- Maintain an orderly warehouse and office, ensuring that all linens, dishes and other stocking items in the warehouse are clean and ready for rentals or any last minute changes.

Vehicle Service/Maintenance (No Prior experience required)

- Fill fuel tanks and check fluid levels
- Assure quality of vehicles and equipment: Monitor windshields, tire pressure, tread depth, and other vehicle diagnostics, including checking for automotive damage, ensuring cars are operational, and driving and parking vehicles on the lot as needed.
- Maintain up to date knowledge of vehicles and equipment
- Ensure all maintenance is completed properly and in accordance with company's policies as well as manufacturer's standards, in consultation with Management

Compensation:

- Hourly wage: Starting at \$18-\$22/hour depending on prior experience, with immediate raises and additional responsibilities available to those who demonstrate quick mastery of our processes.

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Additional Comp & Benefits:

- Additional bonuses available monthly. More detail will be shared with serious candidates.
- Periodic complimentary overnight or multi-day camping opportunities
- Access to vans/vehicles at friends and family rate
- Being part of a rapidly growing outdoor travel company with plentiful opportunities for growth

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