

What is Moterra?

Moterra is a luxury campervan rental company, offering the highest quality vans in the rental space. The core of our mission revolves around facilitating outdoor experiences in our all inclusive campervans. We pair our impeccably maintained vehicles with engaging, high touch customer service to create a seamless travel experience, which allows our clients the opportunity to effortlessly connect both with the wild spaces they came to enjoy and the loved ones they came to enjoy it with. We are lucky to have an amazing crew that is both innovative and dedicated, which is recognized through internal promotions and performance based bonuses. We pride ourselves on our holistic approach to business, environmental stewardship, thriving company culture and exciting opportunities for career development.

[Instagram](#) | [GoMoterra.com](#) | [Google Reviews](#)

Job Responsibilities

Our regional operations team is divided into three distinct roles: Regional Support (van detailing & stocking), Regional Specialist (van detailing & stocking + customer service), & Regional Lead (van detailing + customer service + regional management). Our team has a lot of fun together spending time detailing and stocking vans, connecting with guests and getting them familiar with #vanlife, and acting as liaisons to the beautiful places we are lucky enough to call home. Collectively, you will be responsible for ensuring the consistent delivery of high-quality service to all customers traveling from the Glacier region.

Part and full-time positions available, with a significant increase in available hours as we lean into the peak of the summer season. Team members must be responsive to the schedule requirements of our clients during business hours (including weekends), and most duties must be performed at our office in Whitefish, MT. Positions are seasonal, with a possibility for extension for qualified candidates, and an anticipated start in mid June, ending between mid September through early October.

Regional Support- Vehicle Detailing, Stocking & Maintenance

- Ensure that every van 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 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.
- 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

Moterra Campervans is 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.

Regional Specialist (The Above Responsibilities + Customer Service)

- Ensure all paperwork and questions are addressed and arrival details are confirmed; contact clients to fill in gaps where necessary.
- Greet clients on their arrival into the region, and provide an engaging, 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.

Regional Lead (The Above Responsibilities + Regional Management)

- Interface with management on a weekly basis for planning, goal setting, and troubleshooting purposes.
- Manage and train additional cleaners and/or customer service staff for additional support.
- Manage scheduling for the region, including pick-up and drop-off times with customers (alongside other Moterra customer service personnel), as well as cleaning and/or customer relations staff as needed.
- Track equipment and cleaning product inventory, and order as needed
- Help to resolve any on-trip questions or issues experienced by clients renting from our Glacier office (alongside other Moterra customer service personnel).
- Schedule and follow through transporting vehicles to/from facility for vehicle service, body work, and detailing.

Compensation

- **\$20-\$26+/hour**, depending on experience including hourly wage and bonuses, including those listed below (full details will be shared with relevant candidates)
 - **Training bonus** paid after 60 days of employment
 - **Meaningful success-based bonuses** which are paid consistently throughout the season. Full details on the bonus structure will be shared with relevant candidates.
 - **End of Season Bonus:** Paid in early October based on regional performance.

Additional Benefits:

- 1 complimentary van night + miles for each month worked and access to our "Friends & Family Rate" outside of peak season and as available.
- Housing may be available for qualified full-time candidates
- Being part of a rapidly growing outdoor travel company with opportunities for growth

Apply Today

If you're excited about playing a central role in facilitating experiences for customers we'd love to hear from you! Please email us at trevor@gomoterra.com with "Glacier Operations Team" in the subject line, attach your resume, and answer the following two questions:

- What excites you most about the role?
- What's your favorite memory of time spent outdoors? Regardless of whether it was in your neighborhood or a faraway destination, we're curious about what makes it stick out to you.

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