

Operations Specialist - Salt Lake City, UT

Job Description



Who are we?

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, a thriving company culture and exciting opportunities for career development.

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

Job Responsibilities

Our team has a lot of fun together and spend our time detailing and stocking vans, connecting with guests and getting them familiar with #vanlife, while acting as liaisons to the beautiful places we are lucky enough to call home. The van delivery and handover team member in Moterra's Salt Lake City operation will be responsible for ensuring the consistent delivery of high-quality service to all customers traveling from the Salt Lake City region. In addition to being the face of the local operation with clients, this role will directly participate in cleaning, stocking, scheduling, maintenance and occasional on-trip troubleshooting.

This is a part-time hourly role which is broken into three conjoining time segments (below). Workload often varies by week, averaging 20 - 30 hours on most weeks with a significant increase as we lean into the spring 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 North Salt Lake. This a seasonal position with an anticipated start date ASAP.

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 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.

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.

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Vehicle Detailing

- 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 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

- 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:

- **\$18-20/hour** beginning hourly wage, with total compensation expected to land at \$20+ after performance-related bonuses, including those listed below (full details will be shared with relevant candidates)

Additional Benefits:

- \$25 for every 5-Star review. anytime a client leaves a 5-Star review on our Google, Tripadvisor, Facebook or Yelp pages in your region, a \$25 bonus will be added to the pool and split monthly based on the number of hours work. Exceptional customer service is the core of our business, and a review/referral is the best compliment we can receive!
- \$25 for every 8+ score on a feedback form. Similar to a public review, a \$25 bonus will be added to the pool for every feedback form that comes in having scored an 8 or higher. The pool will be split monthly based on the number of hours worked.
- \$100 "dirty work" bonus: Moterra makes porta potties available to its clients to use while traveling in our vans. Our rules require clients to bring the porta potties back EMPTY and CLEAR, which is defined by the absence of waste and color when water is run through them upon their return. Some clients don't use the porta potty at all. Most that do use it follow our rules and bring it back clean. Occasionally, clients neglect to clean the porta potty which requires us to do so. When this happens, Moterra will pay you \$100 in addition to your normal hourly wage (the additional fee is passed on to the client). And don't worry, we'll provide you with all of the necessary tools to perform the job in a sanitary manner.
- 1 complementary van night + miles for each month worked and access to our "Friends & Family Rate" outside of peak season and as available.
- Being part of a rapidly growing outdoor travel company with opportunities for growth

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