

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 are an energetic, cross-disciplinary, and distributed team focused on delivering consistently exceptional hospitality across the seven locations in which we operate. 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

This role will provide a unique opportunity to play an integral role in our San Francisco operations with the prospect of taking on a variety of additional responsibilities as you demonstrate the capacity to deliver consistently over time. Days are focused on 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 Regional Specialist at Moterra's San Francisco operation will be responsible for ensuring the consistent delivery of high-quality service to all customers traveling from the San Francisco 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.

Workload often varies by week, averaging 30+ hours 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 San Francisco (1665 Innes Ave). The position is year-round with an anticipated start date in early to mid-March.

Customer Service

- Ensure all paperwork and questions are addressed, and arrival details are confirmed; contact clients to fill in information 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.

Vehicle Detailing, Service & 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 our standards.

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- San Francisco

Van Detailing & Client Handover



- 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.
- Assure quality of vehicles and equipment: fill fuel tanks and check fluid levels, monitor windshields, tire pressure, tread depth, and other vehicle diagnostics, including checking for automotive damage, ensuring our vehicles are operational, and driving vehicles on the lot as needed.
- Ensure all maintenance is completed properly and in accordance with the company's policies as well as manufacturer's standards, in consultation with Management
- Assist in vendor communication and vehicle maintenance scheduling. Transport vehicles to/from maintenance facilities for vehicle service, bodywork, and detailing, as well as other Moterra hubs

What we are looking for:

- You're equally excited to 1) get your hands dirty detailing vans 2) enthusiastically connect with our clients, and 3) effectively manage a diverse workload (helping to schedule maintenance, troubleshooting repairs, etc)
- A self-starter who's able to autonomously drive projects while demonstrating consistent attention to detail
- A strong written and verbal communicator
- A sincere interest in growing into expanded responsibilities which is evident in your work product, regardless of the project or task
- You're capable of balancing short and long-term priorities through calendar management and forward-thinking
- You take pride in your work and find satisfaction in improving processes. Your colleagues and friends describe you as proactive and organized
- You're at least 25 years old, with a valid driver's license and a clean driving record
- You're physically capable of lifting 30+ Lbs
- It's a plus if you're comfortable with conversational Spanish

Compensation

- **\$24+/hour**, including \$22/hour beginning hourly wage, with total compensation expected to range between 24-26+/hour after performance-related bonuses, including those listed below (full details will be shared with relevant candidates)
- **\$500 training bonus** paid after 60 days of employment
- This position is eligible for **meaningful success-based bonuses**, which are paid consistently throughout the year. Full details on the bonus structure will be shared with relevant candidates.

Additional Benefits:

- Partial cell phone stipend to offset the costs of using your personal phone for work
- Complementary van access 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 personal and professional growth

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Apply Today

If you're excited about playing a central role in facilitating experiences for customers we'd love to hear from you! Please apply using the link on our website (<https://gomoterra.com/work-with-us/>), or email us at careers@gomoterra.com with "San Francisco Regional Specialist" in the subject line, being sure to 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 what makes it stick out to you.