

Regional Specialist - Portland, ME

Van Detailing & Client Handover



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

We have a cohesive team, focusing 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 Portland Maine operation will be responsible for ensuring the consistent delivery of high-quality service to all customers traveling from the Maine 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 that 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 Portland Maine.

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.

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
 - 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 policies as well as manufacturer's standards, in consultation with Management

Compensation:

\$23-25+/hour total compensation, with a starting hourly wage of \$21-23 plus bonuses, including the following:

- **\$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:

- 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

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 careers@gomoterra.com with "Maine Regional Specialist" 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 what makes it stick out to you.

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