



Toronto Island SUP Inc.
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JOB DESCRIPTION: BEACH MASTER

Toronto Island SUP is the only stand up paddleboard (SUP) and kayak company on Toronto Island which is the premier destination for these activities in the city. The company was established in 2014 and continues to grow with a mission to connect people with the water through SUP and kayak experiences. We strive to create community, respect the natural world and foster experiences over material possessions. Our listings include both unguided and guided experiences through the lagoons of the island. We are looking for passionate individuals to help us facilitate these adventures and keep our guests safe in the calm heart of the city.

Nature of Work

The Beach Master is what we call the general staff member/attendant of the SUP and kayak operation. They are there as the face of the company to greet, organize and assist guests and instructors for their experiences. They may also be asked to assist in certain projects such as building infrastructure, cleaning and repairing equipment from time to time if they are both willing and possess the skills or aptitude to do so. Beach Masters occasionally work alone on slow days but usually work in teams of 3-6 others depending on how busy we are and the day of week.

Days begin with the morning shift checking emails, becoming familiar with the schedule and setting up the equipment for the day. Throughout the day guests must be processed and screened for their experience. The afternoon shift is responsible for assisting the set up of evening programming, stacking equipment and making sure the compound is secure at the end of the day. As the season progresses, the Beach Master is expected to develop skills and take on more and higher-level responsibilities within the business including but not limited to clerical and administrative tasks.

Requirements

Personal or work experience with SUP and/or kayaking, strong swimming ability, First Aid & CPR-C certified, NLS not required but an asset, driver licence not required but an asset, pleasure craft operator card (PCOC) not required but an asset.

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Key Skills

Clear communication, reading comprehension, time management, critical thinking, problem solving, organization, deductive reasoning, attention to detail, ability to work independently or with a team, physical ability to lift & transport equipment, guest management, ability to learn and utilize booking software, point of sale system & other technology and practice good self-care with relation to working in an outdoor waterfront environment.

Main Duties

Equipment transport, drive electric utility vehicle, drive small boat while on patrol, answer emails, process payments, facilitate waiver process, keep beach area clean & free of garbage, manage assistants & instructors, answer TISUP phone, schedule & manage guests, maintain good organization, promote social media channels & contact with customers, engage with customers & create rapport, ensure guests understand our terms and conditions, explain and demonstrate and screen proper paddling technique to renters, follow daily checklists, keep general care of equipment and uphold business image and more.

Working Hours

Must commit to a paid training period in May prior to start of job activities.

This position is heavily reliant on weekend availability. Successful staff can expect hours ranging from 10-20+ per week depending on performance and availability.

Compensation

We are an employer that values diversity, inclusion, and helping others grow both professionally and personally. Additionally, we are proud to say we offer some of the most competitive rates in the area for this type of work. Our rates are provided and discussed during the interview process.

Interested candidates please submit an application through the online form found at torontoislandsup.com/hiring. Feel free to contact for any clarifications or questions julian@torontoislandsup.com

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