

## Customer Service Representative

Modern Sailing School and Club is the most fun and dynamic sailing school on the West Coast. We have been teaching adults how to sail on the San Francisco Bay and internationally since 1983. Our passionate and professional staff provides the highest level of instruction on the San Francisco Bay and California coast. We also lead hosted sails, team building events, global destination sailing trips, and an active race program.

We are seeking an energetic customer service oriented individual to join our team. If you are passionate about sailing and want help people realize their sailing dreams, come join our team!

You must have excellent written and oral communication skills, a positive attitude, and the ability to work effectively in a highly dynamic environment. If you are a team-oriented individual who is looking to establish a career in a growing company, send resume and cover letter to [careers@modernsailing.com](mailto:careers@modernsailing.com)

The Customer Service Representative's job is to

- Help Modern Sailing's potential clients find the product offering that meets their goals and needs
- Provide a warm and supportive environment for the members of Modern's Sailing Club
- Ensure Modern Sailing students and clients have a wonderful on-the-water experience

### Roles and Responsibilities

1. Opening the office in the morning & closing the office in the evening
2. Maintaining an attractive and appealing office environment
3. Assisting potential clients, members, and boat owners. Examples include:
  - Charter bookings for members
  - Course, clinic, and other On-the-water (OTW) program sales
  - Membership inquiries and sales
  - Hosted sails (skipped charter) sales and scheduling
  - Merchandise sales
  - Client requests can come in via phone, email, or walk-ins
4. Maintaining accurate records of all client communication, sales and transactions. Including:
  - Checking in all clients who participate in MSC Programs
  - Maintaining the Client Profile and Contact Log in Mindbody (the online Client Service Software System) to ensure client records are accurate
  - Keeping inventory records of merchandise sold and replenished
5. Replenishing MSC Retail Merchandise from inventory
6. Assisting in sales and marketing or client special activities. (eg. Member BBQs, Open House, Boat Show, Program Info Sessions, Regatta Challenge Events)

### Skills Required

- Excellent customer service skills. Client-centric positive attitude. A genuine desire to help people meet their goals.
- Demonstrate attention to detail.
- Good organizational skills and ability to multi-task
- Strong computer skills. Experience with MS Outlook, MS Excel, etc.
  - o Previous experience with Mindbody is an asset. Ability to learn the program is critical.

- Team-player. Willing to step into other areas of the company and operation wherever help is needed. Works hard to support other members of the organization and become a successful team member.
- Flexible. Able to deal with a changing environment.
- Strong written communication skills: Able to write and edit internal and external documents
- Strong oral communication skills: Listens well and has good verbal skills with customers, team members and management

### **Time and Location Expectation**

This is a part time or full time role, with a minimum of three days per week and at least one weekend day.

The job is in Sausalito at the Modern Sailing locations:

2310 Marinship Way & 2340 Marinship Way

### **Compensation and other benefits**

This is an hourly position and the compensation range is \$16-\$19 /hour depending on experience and relevant qualifications.

The job begins with a 3-week in-depth training period.

After their initial 3-months of employment team members are eligible for complimentary sailing classes and other educational opportunities.

All full-time and regular part-time (greater than 2 days/week) MSC team members receive PTO benefits.