



CUSTOMER SERVICE & SALES REPRESENTATIVE AT SAILING SCHOOL JOB ANNOUNCEMENT

Full-Time | 32 Hours per Week | \$21–\$25/hr (DOE)

Modern Sailing School & Club, an award-winning sailing school with locations in Sausalito and Berkeley, is seeking an energetic Customer Service & Sales Representative to join our team at our Sausalito location.

Since 1983, we've been teaching adults to sail on the San Francisco Bay and beyond. We are the largest sailing school in the Bay Area, offering world-class instruction, international sailing adventures, racing programs, and team-building events. If you're passionate about sailing (or eager to learn) and love helping people achieve their sailing dreams, we'd love to hear from you!

Why Join Us?

- ✓ Work in a dynamic, team-oriented environment surrounded by passionate sailors
- ✓ Complimentary sailing classes after 3 months of employment
- ✓ PTO/Health benefits for full-time and regular part-time staff
- ✓ Opportunity to grow with the largest sailing school in the Bay Area

Job Summary:

- As a Customer Service & Sales Representative, you will:
- Help prospective students and club members choose the programs that best meet their goals
- Provide outstanding customer service to ensure every student, member, and guest has an exceptional experience
- Support daily operations of the club, from sales to event coordination

Key Responsibilities:***Sales & Client Support:***

- Handle inquiries and bookings for:
- Sailing courses, clinics, and on-the-water programs
- Club memberships and charter bookings
- Hosted (skipped) sails and special events
- Merchandise sales
- Respond to clients via phone, email, and walk-ins
- Maintain accurate client records in Mindbody (training provided)
- Check in all students and guests participating in programs

Club & Event Support:

- Assist with Club Sails program coordination
- Support sales and marketing activities such as:
- Member mixers, program info sessions, boat shows, and corporate regattas
- Help with general office operations, including opening/closing, answering phones, and maintaining a clean and welcoming workspace

Qualifications:

- Excellent customer service skills with a friendly, positive attitude
- Strong written and verbal communication skills
- Highly organized, detail-oriented, and able to multitask in a fast-paced environment
- Strong computer skills (MS Outlook required; Mindbody experience a plus)
- Team player willing to assist wherever needed
- Knowledge of sailing or boating helpful but not required – enthusiasm to learn is essential

Schedule & Location:

- 32 hours/week: Friday, Saturday, Sunday, Monday (8-hour shifts)

Onsite: Modern Sailing, 2310 Marinship Way, Sausalito, CA

Training: 3-week in-depth training program

Ready to join our crew?

Send your resume and cover letter to careers@modernsailing.com