

CUSTOMER SERVICE & SALES REPRESENTATIVE (PART TIME) AT SAILING SCHOOL JOB ANNOUNCEMENT



Award-winning Modern Sailing School & Club is hiring a part-time Customer Service & Sales Representative to work at our Berkeley location. With two locations in Sausalito and Berkeley, we are the largest sailing school in the San Francisco Bay Area, offering both public and private sailing opportunities to new and seasoned sailors alike. 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. Modern Sailing School also leads Hosted Sails, Team Building Events, Global Destinations sailing trips, and has an active Racing 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 near and far, 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 this sounds like you, please send your resume and cover letter to careers@modernsailing.com.

Job Summary

- 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

- Assist 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 (skippered charter) sales and scheduling
 - Merchandise sales
 - Client requests can come in via phone, email, or walk-ins
- Maintain accurate records of all client communication, sales and transactions, including:
 - Check in all clients who participate in MSC Programs
 - Maintain the Client Profile and Contact Log in Mindbody (the online Client Service Software System) to ensure client records are accurate
 - Keep inventory records of merchandise sold and replenished
- Assist with Club Sails program management
- Assist in Sales and Marketing or client special activities. (e.g. Member Mixers, Boat Show and other Sales Events, Program Info Sessions, Corporate Regatta Challenge Events)

- Participate in general duties typical in an office environment such as opening and closing the office maintaining a clean and attractive workspace, greeting clients at the door, answering phones and customer service emails etc.

Skills Required

- Excellent customer service skills with a client-centric positive attitude and a genuine desire to help people meet their goals
- Demonstrate great attention to detail
- **Good organizational skills and ability to multi-task**
- **Strong computer skills – experience with MS Outlook, etc.** – previous experience with Mindbody is an asset – the 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 and 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
- General knowledge of sailboats or powerboats in some capacity is desired, however not required – enthusiasm to learn about boats and to take sailing lessons will be as beneficial to you as it is to us

Time and Location Expectation

- Expected hours: 24 per week, three (3) 8-hour shifts on Fridays, Saturdays, and Sundays
- Onsite at Modern Sailing's Berkeley location: 1 Spinnaker Way, Berkeley, California

Compensation and Other Benefits

- Hourly position, compensation range \$21 to \$25 per hour depending on experience and relevant qualifications
- The job begins with a 3-week in-depth training period
- After the 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) team members receive PTO benefits