



CUSTOMER SERVICE REPRESENTATIVE

Work in a small office with the best view in Annapolis.
Meet new people as a waterfront concierge for the visitors to Annapolis.
Enjoy working in a fun and friendly team environment.

Responsibilities

- You will be the first impression of Woodwind customers, we are looking for an alert, enthusiastic, and outgoing person to greet and help our patrons.
- Serve as the front line person for our customers and concierge for visitors by answering questions and providing directions.
- Sell tickets by phone and in-person for Schooner Woodwind sailing cruises.
- Answer phones and respond to emails.
- Accept docking reservations for small wharf-side marina.
- Inform dock staff and crew of daily activities.
- Computer, administrative, and clerical duties.
- Cover dock staff responsibilities as needed

Background

Customer service, hospitality or retail experience is required
Point of sale experience helpful
Friendly and safety-minded individual
Boating knowledge or enthusiasm for boating is a plus

Qualifications

- Excellent oral and written communication skills
- Computer skills
- Phone skills
- Math skills
- Problem solving
- Local area knowledge
- Detail oriented
- Quick learner
- The ability to multitask
- Team work
- Professional
- Reliable
- Confident

Compensation

The Customer Service pay range is commensurate with experience. The hourly wage ranges from \$9 to \$11 per hour. There is a work commitment incentive for qualified employees.

Other Compensation

Our standard employee perks include the ability to bring friends and family aboard the Woodwinds' and employee discounts at Pusser's Caribbean Grille and Store.

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