



## **CUSTOMER SERVICE REPRESENTATIVE**

*Schooner Woodwind & Woodwind II* are identical 74 foot sailing yachts available for public sailing and private charter departing from the Annapolis Waterfront Hotel. Since 1993 the *Woodwinds* have been a family owned and operated company.

### **CUSTOMER SERVICE REPRESENTATIVE 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
- In emergency situations, employees may need to change their normal operations and help secure business property, assets and/or vessel safety

### **BACKGROUND**

Customer service, hospitality or retail experience is required.

Point of sale/Reservation software experience is helpful.

Friendly and safety-minded

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 \$12 to \$13 per hour. There is a work commitment incentive for qualified employees.

### **OTHER COMPENSATION**

Our standard employee perks include the ability to bring friends & family aboard the *Woodwinds* when seats are available and employee discounts at Pusser's Caribbean Grille Restaurant and Store.

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