



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. Schooner Woodwind manages and maintains the 360 feet of wharf side dock space (available for transient dockage) on behalf of the 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 about the area and providing directions to the dock
- Sell tickets by phone and in-person for Schooner Woodwind sailing cruises utilizing reservation software
- 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
- In emergency situations, employees may need to change their normal operations and help secure business property, assets and/or vessel safety
- Daily and weekly inventory checklists

BACKGROUND

Customer service, hospitality or retail experience is required.
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
- Basic computer skills, ability to work with internet based software
- 2 line phone system skills
- Math skills including the ability to balance a cash drawer
- Local area knowledge
- Able to lift and bend, and carry 10-15 lbs to access overhead and floor level storage

COMPENSATION

The Customer Service pay range is commensurate with experience. The hourly wage ranges from \$13 to \$14 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.

Mail to: 1930-A Lincoln Drive, Annapolis, MD 21401
Phone (410) 263-1981 Fax (410) 280-6952 email: info@schoonerwoodwind.com
Web: www.schoonerwoodwind.com