



community sailing center
lake champlain ; burlington vermont

Office Coordinator Job Description

About the Community Sailing Center (CSC)

Our mission is to encourage and celebrate the responsible use and long-term stewardship of Lake Champlain by fostering educational and recreational opportunities for all members of our community. The Community Sailing Center is unique. We are sailors, paddlers and recreation enthusiasts who share a deep passion for Lake Champlain because we live near and recreate in it regularly. We believe everyone deserves to play on, learn from and ultimately take care of Vermont's greatest natural resource, Lake Champlain.

The CSC is located on the waterfront in Burlington, VT and has been operating for 20 years. As the only Community Sailing Center in the state the CSC offers a variety of programs for youth, adult, students, and the visiting sailing and paddling enthusiast. We also host several signature events each year bringing the community together to celebrate the Lake. CSC's diverse programs range from recreational to racing, accommodating every sailor. Our fleet is composed of O'pen Bics, Hartley 10s, 420's, Lasers, Sonars, Rhodes 19s, Stand Up Paddleboards, kayaks and canoes.

Beyond working at the CSC, Burlington has numerous opportunities to offer. There are several yacht clubs in the nearby towns providing racing almost daily on dinghies and keelboats. Lake Champlain is a destination for larger regattas each summer as well. If sailing in your free time isn't for you, there are numerous opportunities to get outside from hiking mountains to beautiful swimming holes and biking trails. There is something for everyone. Downtown Burlington is just minutes away from the CSC and supports a lively music scene with a multitude of delicious local food eateries.

Overview

The Office Coordinator will be the first contact that any client has with the Sailing Center. He/she, therefore, must be friendly, courteous, and knowledgeable of the rules, regulations, and operations of the Center. Good organizational skills are required and the ability to multitask and work in a fun, fast-paced environment. Office Coordinators are required to be available evenings and weekends

Responsible to: Office Manager

Qualifications

1. Comfortable with basic administrative tasks.
2. Availability in evenings and weekends is a must.
3. Previous customer service and office experience preferred.
4. Ability to communicate basic information and rules to the public.
5. Positive, enthusiastic and flexible attitude.
6. Experience in working in a fast paced customer facing environment.
7. Up to date certifications in or willing to obtain: CPR & First Aid, CDC Concussion Training and SafeSport Training.



Responsibilities

1. The Office Coordinator must have excellent interpersonal skills and the ability to communicate with all clients effectively and with respect.
2. Maintain front desk support interacting with clients in person, over the phone and through email correspondence.
3. Provide a high level of customer service. Greet and welcome clients and answer questions related to Center activities, programs and events.
4. Knowledgeable of all policies of the Center.
5. Perform opening and closing tasks and maintain operational flow during peak hours.
6. Assist Office Manager with:
 - a) Providing administration for all courses including maintaining class lists, class information for instructors, and completion of paperwork.
 - b) Maintaining systems for completion of proper registration forms, paperwork, feedback and all client information.
 - c) Providing accurate records of all transactions and customer information with daily/weekly/monthly reports.
7. Perform additional tasks as necessary including event support, office and facility upkeep, etc.

Pay Rate: \$13/hour, full-time and part-time positions available.

Perks:

- **Sailing:** As an employee of Community Sailing Center you are invited to use any of our idle paddle or sail boats during business hours.
- **Boat Storage:** Employees of the Community Sailing Center are allowed to store one boat on a rack, pending available space. Rack spaces are suitable for kayaks, canoes, and some small dinghies. Employee boats will be placed in the back relative to the user's boats.
- **Racing:** The Community Sailing Center would love to see you hone your skills and provide some competition. You are invited to race in the Friday night series with a CSC boat pending boat availability.
- **Professional Development:** Instructors teaching their first season with a US Sailing Level 1 certification are eligible to receive \$100 with satisfactory end of season performance review. Returning employees may be eligible for up to 50% reimbursement for advanced training with satisfactory end of season performance review. (Program Director must approve reimbursement)
- **Discounts:** Our organization has established relationships with local businesses to provide discounts to the Community Sailing Center Staff. You will receive a list of staff discounts at staff training.
- **Pro-forms:** Our organization has established one or more relationships with companies willing to offer discounts on products. You will receive a list of pro-forms at staff training.

Dates of Employment

Applicants may apply for full-time or part-time positions for any number of the seasons listed below. Work during the spring and fall is limited. Summer employment offers the greatest opportunity for regular work hours.

Summer: June 1 – September 7 (Labor Day)

Fall: September 8 – October 12 - weekend hours available