



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, and Stand Up Paddleboards, kayaks and canoes.

Beyond teaching sailing 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. Local sailors are always interested in having new crew.

Overview

We are looking for friendly and organized people to help run our office this season. Typical tasks include welcoming and registering participants, answering phones, answering program questions, booking reservations, and handling transactions. Experience with Google and Microsoft Office are preferred. No boating experience is needed. Full and part-time positions are available.

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 and SafeSport Training.

Pay Rate: \$19 hourly base pay for Full Time & Part Time positions



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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.

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.
- Education: The Community Sailing Center offers a wide variety of sailing education. Learn to sail or expand your sailing skills in our classes and clinics (based on availability).
- Professional Development:
 - All Full & Part Time OCs are eligible for full reimbursement of all certifications required for the position. This includes CPR/First Aid and Safesport.
- 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.
- 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.

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 – scheduling will depend heavily on the coordinator's availability and flexibility during program hours. Summer employment offers the greatest opportunity for full-time work hours.

- *Spring*: May 12 – June 8 (limited hours available)
- *Summer*: June 9 – September 1
- *Fall*: September 2 – October 13 (limited hours available)