



****CUSTOMER SERVICE****

- ❖ **Work in an office that has the best view in Annapolis!**
- ❖ **Meet new people as a “waterfront concierge” for visitors to Annapolis.**
- ❖ **Enjoy working in a fun and friendly team environment.**

RESPONSIBILITIES

- Manages the dockside office: organize files, post bulletins, update answering system.
- 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.
- Answer phones and respond to email.
- Accept docking reservations for small wharf-side marina.
- Inform dock-staff and crew of daily activities.
- Manage inventory and place orders with vendors.
- Basic computer and administrative duties including filing, copying, etc.

BACKGROUND

Friendly and safety-minded individual.

Hospitality/customer service or retail experience is required, point of sale experience helpful.

Boating knowledge and enthusiasm for boating is a plus.

QUALIFICATIONS

The successful candidate should have the following qualifications:

- Excellent oral communication skills and good phone demeanor.
- Open to new ideas, and a “team-player”
- Reliable
- Detail-oriented
- Ability to multi-task and enjoy a fast-paced environment
- A quick-learner
- Local area knowledge a plus
- Ability to handle up to 4 phone lines
- Basic math skills with ability to reconcile money
- Must be comfortable using computers

COMPENSATION

Customer Service pay range is commensurate with experience. Per hour wage is 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 & family aboard the Woodwinds’ when seats are available and employee discounts at Pusser’s Landing Restaurant and Store.

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