



# Customer Service/Sales Rep

Want to work with a water view, where boats come and go, and customers are looking for fun things to do? If your answer is a resounding “yes” then this is the perfect job for you. Full and part-time positions are now available at Offshore Sailing School’s South Seas Island Resort branch on Captiva Island, Florida. Working in a casual, outdoor environment – you will greet customers, sell and schedule on-water lessons and shore-based activities – working closely with the branch manager, instructors and technical team. Offshore’s on-site office is open 7 days a week at this location with weekend and weekday work schedules.

## Key responsibilities:

- Sell sailing lessons to resort guests who visit, call, text, or email on-site office
- Maintain sailing lessons schedule
- Secure waivers from all customers before they board an Offshore boat
- Coordinate with resort accounting office on payments charged to rooms
- Greet pre-booked arriving sailing school clients – answer questions about resort, boats, course schedule
- Present and upsell further training options and events provided by Offshore to walk-ins and customers completing a lesson
- Interview and get photos or videos of customers willing to participate in Offshore’s marketing efforts
- Secure evaluations from instructors for graduating course participants; send to HQ on scheduled days
- Maintain office appearance and cleanliness; assist teaching staff in keeping classrooms up to Company standards; suggest and implement decorations for all Offshore areas
- Keep brochure holders full and distribute rack card and other collateral throughout resort and island locations
- Periodically check for accuracy of communications describing resort operation, sent to clients or other entities from headquarters
- Inventory and maintain books, student gifts, collateral materials and other supplies
- Proactively handle any student issues regarding resort accommodations, boats, and instruction – interacting with branch manager, hotel and headquarters as appropriate; send written report follow up to Company headquarters
- Proactively interact with resort “first-touch” personnel, sales and marketing departments to educate them about Offshore at South Seas
- Work regular certification course leads sent from headquarters if and when on-site walk-in activity is slow

## Qualifications required:

- Experience working in customer service and sales – especially in travel, resort and/or sailing education
- Sailing knowledge and experience that enables you to talk the talk with potential customers and existing clients; or desire and willingness to learn what Offshore does on water and off quickly
- Proficient use of Microsoft Office Excel and Word; use of reservations and CRM systems, and social media
- Exceptional interpersonal skills, patience, understanding; excellent presentation abilities
- Good organizational skills and ability to work independently to achieve company goals

Full-time employees who work a 40-hour week are salaried, with medical insurance paid by the Company, paid-time-off (PTO) as noted in the Company’s employee manual. Part-time employees are paid on an hourly basis, medical and PTO not included. Full and part-time employees in this position earn bonuses for lessons and courses sold on-site; and if do not live on Sanibel or Captiva, tolls and some commuting costs are also covered. Please submit your resume with cover letter highlighting three key reasons why you are the right person for this position to Offshore Sailing School’s President, Doris Colgate – [Doris@OffshoreSailing.com](mailto:Doris@OffshoreSailing.com).