



Customer Support Lead

The West Coast Sailing Customer Support Team is committed to providing superior service to our customers, proactively resolving issues, providing expert advice, and continuously improving our business' systems in order to better serve our customers. Our Customer Support Lead coordinates the work of the Customer Support Team to achieve these goals. The Customer Support Team is the face of our company, interacting on a daily basis with our customers, which can be both exhilarating and challenging. It is up to our Customer Support Team to advocate for our customers, solve problems, and otherwise go above and beyond to ensure our customers receive the best service in our industry. This position reports to the Director of Customer Experience.

Responsible for the Day to Day operations of the Customer Support Team

- Responsible for ensuring CS daily tasks are completed within service level expectations.
- Assigns tasks/priorities as necessary to ensure department work is completed.
- Monitors response times on open customer tickets and ensures that timely resolutions occur.
- Coordinates order processing tasks, ensuring the rapid fulfillment of orders and prompt communication to customers where issues arise.
- Actively audits backorders and other open orders to ensure customers are kept informed of changes to order fulfillment timelines.
- Monitors NPS responses and follows up to resolve issues as necessary. Communicates process/system/policy issues to the Director of Customer Experience.
- Assists our accounting department in resolving payment application issues and order import issues to ensure orders are processed in a timely manner.

Serves as a Player/Coach

In addition to the above responsibilities, the Customer Support Lead works as a member of the Customer Support Team and is responsible for:

- Helping staff our phone lines and email inboxes.
- Assisting customers with order changes, order substitutions, cancellations, and quotes.
- Processing warranty claims with our vendors & updating customers on the resolution.
- Processing returns.
- Proactively identifying and resolving issues with customer's orders.
- Serves as a point of escalation for customer situations requiring special handling.
- Provides 5 star service and serves as an example to the team.

Leads Customer Support Team

- Holds regular check-ins and team meetings with team members.
- Identifies coaching/training opportunities within the Customer Support Team and coordinates with the Director of Customer Experience to continuously improve our team's skillset, resources, and standard of service.
- The Customer Support Lead is responsible for supporting the rest of the Customer Support Team by covering their areas of responsibility when they are out of the office due to illness/PTO/or as otherwise requested or assigned.



WEST COAST SAILING
OWN THE WATER

West Coast Sailing
709 N. Columbia Blvd
Portland, OR 97217

Phone: 503.285.5536

Exemplify Our Company Values to Our Customers

Make our customers proud that they do business with our staff of enthusiastic dinghy sailors and kayakers.

Other Responsibilities

- Support our fulfillment team by providing occasional assistance preparing orders for shipment. Invoice, pack, and prepare shipping labels for outbound orders.
- From time to time the Director of Customer Experience, or other leadership may assign specific projects or tasks to the Customer Support Lead as necessary.

Job Requirements

- High school diploma or GED required, college degree preferred.
- Hard working with a friendly and helpful attitude.
- Strong written and verbal communication skills.
- Team management and leadership skills.

Preferred qualifications, experience, and characteristics

- Previous team leadership or management experience.
- Basic knowledge of small sailboats and sailing gear. On the water experience, especially dinghy sailing experience is preferred.
- Problem solving and results oriented.
- Organized, efficient, but able to approach customer situations with empathy.
- Focused on our long term relationship with the customer.

Why work at West Coast Sailing?

- Share your love of the water with our community & work with a passionate and hard-working team!
- Employer-sponsored health insurance (50%).
- SIMPLE IRA retirement plan (w/3% match).
- 2 Weeks PTO, plus 5 days sick time and 6 paid holidays.
- Wholesale pricing for employee purchases and periodic use of a boat from used inventory.

Schedule

- In person Monday through Friday, 8:30am to 5pm.

To apply: Please send your resume and cover letter to gavin@westcoastsailing.net. In your cover letter, tell us about your sailing (or on the water) experience, and what about West Coast Sailing makes you want to work here!