WEST COAST SAILING
OWN THE WATER

Customer Support Associate

JOIN A GREAT TEAM. HELP PEOPLE GO SAILING!

West Coast Sailing is a small business in Portland, Oregon, with a team of a dozen terrific people and a big building packed full of small sailboats, parts, apparel, and accessories. We take our mission to help people get the most out of their time on the water very seriously and we take pride in the way we do our work. We service sailors around the world, with a concentration in North America. West Coast Sailing is part of a family of small sailboat businesses, offering collaborative opportunities with other incredible teams in the US and Europe.

The **Customer Support Associate** is committed to providing exceptional service to our customers, proactively resolving issues, and providing expert advice based on their sailing experience. This role works with our retail customers across communication channels, and is the face of our company. Our Customer Support Associate advocates for our customers, solves problems, and otherwise goes above and beyond to wow our customers.

The small boat sailing community is small. We do the right thing and take care of our customers to build relationships and earn their continued business.

Responsible for the daily operations of the Customer Support Team.

- Answers calls and emails from our customers. Prioritizes to ensure time sensitive situations are addressed first.
- Monitors open customer situations and follows up with customers, vendors, and staff in order to ensure that timely resolutions occur. Assists customers with order changes, order substitutions, cancellations, and quotes.
- Responsible for daily 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.
- Assists walk-in customers and appointments in our retail showroom.
- Processes warranty claims with our vendors & updates customers on the resolution.
- Processes returned orders.
- Provides 5 star service and serves as an advocate for our customers.

Other Responsibilities:

- The Customer Support Associate is responsible for supporting the rest of the Customer Support Team by covering key areas of responsibility when they are out of the office due to illness/PTO/or as otherwise requested or assigned.

- Supports our fulfillment team by providing occasional assistance preparing orders for shipment. Invoice, pack, and prepare shipping labels for outbound orders.
- Works to continuously improve their skill set and sailing knowledge, resources, and standard of service.
- From time to time, we may assign specific projects or tasks outside the scope of these responsibilities to the Customer Support Associate.

Must Haves:

- A sailing background, especially dinghy sailing, and a working knowledge of sailing terminology and gear.
- Be organized, constructive, and a great multitasker and team player.
- Problem solving skills and creative thinking.
- Empathy and great listening skills.
- Drive and hustle for when things get busy!
- Attention to detail.
- A positive attitude.

Schedule:

- In person **Monday** through **Friday**, 8:30am to 5pm. Occasional summer Saturdays by arrangement.

Compensation and Benefits:

- Salary: Competitive (depending on experience)
- PTO: 2 weeks per year for the first 2 years, then 3 weeks per year.
- Six paid holidays and 40 hours sick time.
- 401k Retirement Planw/company match.
- Medical, Vision and Dental plans offered.
- Medical and Childcare FSA offered.
- Paid Leave Oregon.
- Employee purchase discounts and other perks.
- Company-supported professional development opportunities.

To Apply:

Please send your resume to hello@startinglinesailing.com. In your email (or attached cover letter), please tell us what interests you about this specific role, and about working at West Coast Sailing.