



Customer Support Representative

The West Coast Sailing Customer Support Representative 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 Representative advocates for our customers, solves problems, and otherwise goes above and beyond to wow our customers.

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.
- Monitors open customer situations and follows up with customers, vendors, and staff in order to ensure that timely resolutions occur.
- 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.
- Assist walk in customers and appointments in our retail showroom.
- Assists customers with order changes, order substitutions, cancellations, and quotes.
- Processes warranty claims with our vendors & updates customers on the resolution.
- Processes returns.
- Staffs our retail customer phone line and email inbox. Assists with other phone lines and inboxes as necessary to provide coverage.
- Provides 5 star service and serves as an advocate for our customers.

Other Responsibilities:

- The Customer Support Representative 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.
- Support 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, as necessary, we may assign specific projects or tasks outside the scope of these responsibilities to the Customer Support Representative.

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.