



JOB DESCRIPTION

TITLE:	Customer Service Representative	LOCATION:	YHWS Main Office
REPORTS TO:	CEO and/or Director of Operations	STATUS:	Non-Exempt(Hourly)
SUPERVISES:	N/A	PAY RANGE:	\$8-\$10/hr

JOB SUMMARY: Responsible for running daily operations of the board shop by maintaining customer relationships, responding to inquiries, obtaining reservations both over the phone as well as online using our web-based reservation system, assisting with board shop sales and maintaining a clean and safe work environment.

Supports and contributes to the mission, vision and values of the company:

Mission: To provide a memorable water sports experience for rental customers

Vision: To deliver the highest quality watercraft, maintain a professional demeanor, and create a lasting impression with each and every rental customer.

Values: *Accountability-*We are personally and collectively responsible for delivering on our commitments.

Collaboration- We communicate effectively with fellow employees and supervisors.

Compassion- We act with kindness and respect for all those we serve.

Excellence- In whatever we do, we do it with a dedication to be the best.

Integrity- We uphold the highest standards of honesty and integrity in all that we do.

Investment- We have a commitment to the growth and success of the rental business.

Adaptability- We proactively pursue continuous improvement.

Service- We strive to provide an experience that exceeds our customers' highest expectations.

Teamwork- We will respect and support one another in achieving our goals and mission.

Balance- We strive to operate a professional rental company with a focus on customer service to invest in our future.

REQUIRED QUALIFICATIONS

Education	High school diploma or equivalent
Experience	One to two years of customer service experience.
Licensure	N/A
Skills	Excellent customer service skills and communication skills, ability to work in a fast-paced work environment, work with little to no supervision, telephone skills, verbal communication, Microsoft Office skills, data entry skills, listening, professionalism, customer focus, organization, informing others and inventory management.
Environment	Works in a business office environment.
Hours of Work	Must be available to work on any day of the week. Additional hours will be required around holidays and certain high volume weekends. Hours of work are usually between 9am-5pm.
Travel	Requires little to no travel.
Physical Requirements	This position requires a low to moderate level of physical activity. May be required to occasionally lift items of up to 25lbs. Requires frequent computer and telephone use.

PREFERRED QUALIFICATIONS

Certification	N/A
Experience	Previous experience dealing with customers both over the phone and in a retail setting.

JOB FUNCTIONS

1. Reception	<ul style="list-style-type: none">• Greet everyone who enters the board shop in a friendly and professional manner.• Promote the company by engaging customers in conversation in an attempt to gain their business.• Obtain information from customers and enter into our web-based reservation system.• Maintain a clean and safe work environment.
2. Reservations	<ul style="list-style-type: none">• Book new reservations received by telephone or online submission.• Gather and accurately enter required customer information (name, address, phone, payment information, etc.) during initial phone call.• Explain to new customers our various rental locations and which one applies to their particular reservation.• Advise customers what to expect upon arrival on the day of their reservation.• Proactively follow-up with customers daily to assure they do not have any questions or changes with their rental plans.
3. Cleanliness	<ul style="list-style-type: none">• Maintain a clean and safe work environment.• Help assist other employees in keeping the shop organized.• Clean the restrooms regularly.• Keep garbage receptacles clean and remove trash as needed.• Put up and take down storefront displays daily upon arrival and departure.
4. Financial Transactions	<ul style="list-style-type: none">• Collect payments and put in a safe location.• Print a receipt for any payment received and give to the customer.• Balance/close register till and batch out charges on a daily basis.• Report any unbalanced accounts, missing funds, missing inventory, etc. to the supervisor immediately.
5. Documentation	<ul style="list-style-type: none">• Keep very detailed notes during phone calls with customers.• Store any documents related to watercraft rentals or board shop sales in an organized way so they may be easily retrieved.• Write down messages or inquiries that are unable to be answered and relay them to your supervisor.

ACKNOWLEDGEMENT

I have read this job description (or had it read to me) and completely understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my company without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor. I understand that if at any time I am unable to perform the duties as outlined here, I must contact my immediate supervisor.

Employee Signature

Date