



JOB DESCRIPTION

TITLE:	Office Associate	LOCATION:	YHWS Dealership
REPORTS TO:	Office Administrator / Management Team	STATUS:	Non-Exempt (Hourly)
SUPERVISES:	N/A	PAY RANGE:	\$8-\$10/hr

JOB SUMMARY: The office associate has several responsibilities including, but not limited to: designing and distributing marketing materials, general data entry, receiving and routing incoming phone calls, booking rental reservations and responding to online inquiries; other duties as assigned.

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

Mission: To provide a memorable purchasing experience for sales customers

Vision: To deliver the highest quality watercraft, maintain a professional demeanor, and create a lasting impression with each and every sales 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 boat dealership with a focus on customer service to invest in our future.

REQUIRED QUALIFICATIONS

Education	High School Diploma or equivalent
Experience	Experience in customer service
Licensure	N/A
Skills	Ability to work efficiently and model positive behavior, organize and maintain work flow and exercise independent critical judgment. Excellent customer service skills and communication skills, ability to work in a fast-paced work environment, work with little to no supervision, high level of computer skills and proficient email correspondence.
Environment	Indoor/Outdoor setting
Hours of Work	40hrs/week---May vary depending on time of year
Travel	Requires a moderate amount of travel.
Physical Requirements	This position requires a moderate level of physical activity. May be required to occasionally lift items up to 25lbs. Requires extensive computer use.

PREFERRED QUALIFICATIONS

Certification	N/A
Experience	Proficient computer knowledge.

JOB FUNCTIONS
1. Perform data entry as needed
2. Follow up on online inquiries and voicemails
3. Book online rental reservations
4. Design & distribute marketing materials (both digital and print)
5. Maintain a clean and professional work area
6. Adhere to all company policies and procedures

ACKNOWLEDGEMENT
<p>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.</p>
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