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Office Coordinator Job Description

Minimum Requirements:

- ❖ BA or BS from an accredited university
- ❖ 3 or more years experience managing others
- ❖ 2 or more years with sales and/or customer-service experience
- ❖ Experience working with different social media outlets
- ❖ Strong knowledge of Microsoft Office, Adobe Acrobat Suite, and Quickbooks
- ❖ 3 or more years experience working in an administrative setting
- ❖ Travel agent experience a plus
- ❖ Extremely professional phone manner and customer service skills
- ❖ Comfortable and confident managing others
- ❖ Ability to remain focused in a fast paced, stressful and noisy environment
- ❖ Excellent critical thinking skills
- ❖ High attention to detail and strong organizational skills
- ❖ High level of competence in Word, Excel, and Outlook
- ❖ Excellent written and creative writing skills
- ❖ Excellent oral skills
- ❖ Ability to multitask
- ❖ Strong team player with a positive attitude
- ❖ Perform tasks outside of job description in order to help achieve company's goals

Job Description:

The Office Coordinator is responsible for overseeing the seasonal office staff, office organization, and handling the majority of program sales. The Office Coordinator is the first point of contact with potential clients who show interest in our programs. This person must have management experience, a professional phone manner, be highly organized, able to multi-task, quality-oriented, and self-driven. Our company is located in the beautiful coastal city of Wilmington, NC. This position reports directly to WB Surf Camp's Office Manager.

Responsibilities:

The Office Coordinator has 3 main job responsibilities; Marketing, client registration, and office assistance. The WB Surf Camp office is fast-paced and intense during the summer months. This person must remain focused and able to maintain job duties despite many distractions and interruptions. Having the ability to multiple task, as well as the seasonal office staff is imperative. Other duties may include invoicing and/or assisting with basic bookkeeping tasks, maintaining a clean/comfortable and well-stocked office atmosphere, and managing the merchandise flow.

The Office Coordinator will spend time on the phone with parents and prospective clients, speaking about and selling our camp programs as well as booking SUP/surf lessons. We receive a high volume of phone calls and part of this job is to manage those calls in a professional and efficient manner. Each call must be given the utmost attention and care. We also receive information requests through our website, to which you must respond and track through our Back End Database. Each client-correspondence must be thorough, friendly and detailed. In order to meet the demands for information you must be knowledgeable about each program, including all camps and lessons through Cape Fear Paddleboarding and Carolina Surf School. This may require self-training and studying on your own time. We also send marketing information to prospective clients via email and regular mail.

In the spring, you will assist the VP of Operations Manager with the hiring and training of a seasonal office staff, including two Reservation Specialists and a Surf School Coordinator. During our peak season (May through August), you will oversee the seasonal office staff and ensure that everyone is on target for their daily job duties. You will also continue to maintain your client-based marketing, the Back End, phone-calls, information requests, and general office management.

Desired Traits:

- ❖ Ability to perform some weekend work on an as-needed basis.
- ❖ No conflicting summer commitments, including travel, work, or other leave of absence outside of an emergency.

About Surf Camp Inc:

Surf Camp Inc. is a leader in the growing world of learn-to-surf adventure camps. Its brand symbolizes a long-standing commitment to technical instruction expertise and ocean safety awareness which is evident in their three main core values: "Safety, Learning, and Fun!" They develop and conduct a diversified mix of summer camps for kids and teens, as well as adult travel adventure programs.

The reputation of Surf Camp Inc. is based on over a decade of facilitating safe, educational, exciting programs that fully immerse individuals of all ages into the world of surfing, the marine environment, and environmental conservation. Their goals are to safely and professionally teach individuals how to surf, ignite an immediate love for the ocean, create a passion for life, and instill a desire to protect our environment.

As a company, and as individuals, Surf Camp Inc. and its staff are committed to leading a passionate, healthy, proactive, and environmentally conscious lifestyle. Their contagious, positive attitudes fuel their lives to fully enjoy everything the ocean has to offer, reduce their impact upon it, set a positive example, and share their stoke with the rest of the world.

For further information about Surf Camp, Inc., you are invited to take a look at our world at www.wbsurfcamp.com