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Surf School Coordinator Job Description

Employment Duration: May 10th – August 17th

Minimum Requirements:

- ❖ BA or BS from an accredited university, or in the process of obtaining a degree.
- ❖ Strong knowledge of Microsoft Office, specifically Word, Excel, and Outlook.
- ❖ Willing to work long hours while maintaining energy and stamina.
- ❖ Weekend work required.
- ❖ No conflicting summer commitments including travel, work, or other leave of absence.
- ❖ Experience working in a professional and efficient office environment.

Job Description:

The Surf School Coordinator is responsible for all aspects of our Carolina Surf School. The main job function is scheduling surfing lessons for clients who call to schedule lessons or register using our online reservation system. Once the lesson has been scheduled with the client, the Surf School Coordinator schedules an instructor to facilitate the lesson. Our team consists of approximately 40 instructors, and you must be able to manage their schedules while you are scheduling lessons. The smooth facilitation of lessons relies on the Surf School Coordinator's ability to effectively communicate all lesson details between clients and instructors via phone, email, and paperwork. The Coordinator is responsible for collecting paperwork from instructors after their lessons and delivering it to the bookkeeper to process for payroll. The Coordinator sends online surveys to clients at the commencement of their lessons and tracks their responses, reporting the results to management.

Another main job function of the Surf School Coordinator is to manage all equipment as it is checked in and out for lessons and camps. This includes all surfboards and rashguards. An extremely high attention to detail is required for this task as a high volume of equipment is being checked in and out at all times.

In order to meet the needs required by this position, you must learn about all lesson options offered in our Carolina Surf School, as well as become knowledgeable about our different camp offerings including overnight, travel, and day camps, so that you may accurately describe them to potential clients and answer their questions. We receive a very high volume of phone calls and part of your job is to manage these calls in a professional and efficient manner.

The Surf Camp office is very fast-paced during the summer months; it can be described as intense. It is important to remain focused with the ability to maintain your job duties at all times despite many distractions. Organization and prioritization of your tasks in MS Outlook is required, and you must be able to think and work in a noisy, fast-paced environment. This position will be required to perform the above duties as well as assist as a team player with other general office duties and tasks as assigned.

Dependability:

For this position, our company seeks a team player who aspires to increase their own level of responsibility while remaining conscientious, thorough, accurate, and reliable with respect to achieving Surf Camp's goals and mission statement. You must clearly understand the safety and educational mission of Surf Camp and continuously work to promote Surf Camp and achieve its goals. As issues and concerns arise, you must be available to respond in a professional and mature manner.

Desired Traits:

- ❖ Professional phone manner
- ❖ Very strict attention to detail
- ❖ Excellent communication skills, both written and verbal
- ❖ High level of organizational skills
- ❖ Quick learner
- ❖ Ability to prioritize workload
- ❖ Positive attitude
- ❖ Team player

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