



Toll Free 1.866.844.7873
910.256.7873
910.686.9664 fax
info@wbsurfcamp.com
7213 Ogden Business Lane
Suite 214
Wilmington, NC 28411
www.wbsurfcamp.com

Surf School Coordinator

Overview

The Surf School Coordinator for WB Surf Camp must be a multi-talented, service-oriented individual with strong communication and organizational skills. This seasonal position is the first line of contact for our clients. During the summer months, we have consistent lessons/tours every day in up to five locations. The Surf School Coordinator is responsible for the proper scheduling of surf and SUP lesson reservations via phone or our online reservation system, scheduling instructors to cover each lesson, effectively communicating all necessary lesson details to clients and instructors, and coordinating the check-out/check-in of a variety of program specific equipment for each lesson with the Activities Coordinator.

Logistics are a key element of this position. The Surf School Coordinator will manage the organization and preparation for lesson reservations, scheduling, and inventory management. This position reports to the Program Coordinator.

Skills and Requirements

Minimum Qualifications

- ❖ At Least 2 years of college
- ❖ 18 years or older
- ❖ Experience working in a fast-paced professional office environment
- ❖ Ability to remain focused in a stressful and noisy environment
- ❖ Strong knowledge of MS Word, Excel, and Outlook
- ❖ High attention to detail and strong organizational skills
- ❖ Ability to lift 50 pounds unassisted
- ❖ Reliable transportation
- ❖ No conflicting summer commitments
- ❖ Outgoing and well-spoken professional demeanor

Desired Skills

- ❖ Completed or pursuing a degree in Recreation Management, Management, business, or related field
- ❖ Ability to prioritize and adjust tasks based on a fast-paced evolving schedule
- ❖ Excellent written and verbal communication skills
- ❖ Strong decision making and logistical skills
- ❖ Energetic, morning person with a positive attitude
- ❖ Excellent creative and critical thinking skills
- ❖ Ability to accept and give constructive criticism
- ❖ Team player

Responsibilities and Duties:

The Surf School Coordinator is responsible for all aspects of our Carolina Surf School and will assist the Program Coordinator. Duties will primarily take place in our Ogden Business Office.

Individual must maintain a strong skill set in the following areas: organization, punctuality, and problem solving, as well as have a solid attention to detail. These skills are crucial in order for you to provide the best possible experience for each participant. Programs do require work on weekends and holidays, though there is some time off each week.

The following skills are crucial: goal setting, prioritization, strategy development, adherence to policies and procedures, and time management. It is of utmost importance to be pro-active and forward thinking.

Staff responsibilities include but may not be limited to this list.

- ❖ Provide consistent support to staff and instructor team by handling tasks and duties, delegating duties to staff, and focusing on participants' safety and schedule
- ❖ Responsible for the scheduling and execution of surf/SUP lessons
- ❖ Manage approx. 20 seasonal instructors' schedules
- ❖ Manage scheduled lessons database
- ❖ Properly coordinate and transfer lessons reserved through the SurfBerry activity/rental desk
- ❖ Communicate lesson reservations with instructors
- ❖ Collect all lesson paperwork from instructors, check, report, and file it properly
- ❖ Attend all scheduled meetings with leadership team
- ❖ Assisting with administration and secondary camp related office tasks
- ❖ Perform all pre-lesson tasks; ensuring all supplies and instructors are prepared and accessible
- ❖ Make quick decisions throughout the day based on weather and wave conditions
- ❖ Practice open communication with staff; address any issues immediately
- ❖ Communicate with participants before lesson and as needed; answer questions and calmly address any issues that may arise
- ❖ Clearly understand company goals, high safety standards, and mission; continuously work to professionally promote the organization's mission and achieve its goals
- ❖ Be knowledgeable of Surf Camp, Inc. as a company, as well as our diversity of programs to better sell/direct clients to best fit programs and transfer incoming calls to the proper Program Coordinator
- ❖ Assist CEO with various administrative duties

Compensation

We offer hourly pay at \$10 - \$13 per hour, commensurate with experience, and the inclusion of pro-deal opportunities.

About Surf Camp Inc

Since 2001, Surf Camp Inc. has been a leader in the growing world of learn-to-surf adventure camps. Our brand symbolizes a long-standing commitment to technical instruction expertise and ocean safety awareness which is evident in our three main core values: "Safety, Learning, and Fun!" We develop and conduct a diversified mix of summer camps for kids and teens, as well as adult travel adventure programs.