



## **Barefoot Offshore Sailing School (BOSS)**

### **Offshore Sailing School Scheduling Coordinator**

Work from Home opportunity for offshore sailing school in St. Vincent and Grenadines

Seeking a part time scheduling coordinator to coordinate the scheduling of all offshore sailing school courses (25-30 hours/week)

Competitive hourly wage with an opportunity to receive training in St. Vincent and the Grenadines. Fully remote opportunity.

Located in the windward islands of the Caribbean, St. Vincent and the Grenadines is home to Barefoot Yacht Charters and BOSS (Barefoot Offshore Sailing School) offering unique learning experiences for those who want to discover sailing. You'll join our dynamic team to bring sailing enthusiasts to the crystal blue Caribbean waters. As a Sailing School Scheduling Coordinator, you'll report into our Canadian 'base'. This role is fully remote (work from home). We'll bring you to the Windward Islands, St. Vincent and the Grenadines for training and to meet our many SailCanada and ASA Certified instructors.

BOSS offers perfect sailing conditions, providing pristine and unique learning experience all year round, for those who want to start sailing or expand their competence and confidence. Our competent instructors support learning with a hands-on approach. Get to know some great people who truly love what they do – offer our customers a top-notch sailing experience! If this sounds like your kind of workplace and you love sailing, then we want you to join our team!

The Offshore Sailing School Scheduling Coordinator is member of the Sailing School Team and reports into our Canadian Base. This role is the primary contact for all sailing students, instructors and yacht confirmations. It is a critical role for our team by coordinating all classes, vessel resources and participants. The work hours will vary daily and is dependent on the customer inquiries.

#### **Responsibilities of this position include but are not limited to:**

Receive all customer inquiries and respond in a timely manner. Inquire about customer sailing objectives to provide recommendations for the most suited course. Develop professional and courteous customer relationship by phone, email or in person. Creates and maintains ownership of BOSS (Barefoot Offshore Sailing School) course programs. Schedule instructors according to course requirements. Confirm and close the customer lead by selecting a dedicated a yacht and instructor for the required timeframe.

Provide local information to customers with an overview of the sailing experience and inspire them to want to learn more. This may include local transportation and accommodation options at Barefoot base camp.

Maintain customer data with Customer Relationship Manager system and manage the scheduling using Bookings Manager. Calendar is a living document which requires a high degree of



maintenance. Confirm availability of resources and schedule reservations accordingly. Maintain a high degree of accuracy and coordination of all

schedules. Keep customers informed of any and all changes related to the sailing course. All other duties as required.

#### Criteria and Qualifications

- Must be 100% customer service oriented, have excellent people skills with a positive and upbeat personality.
- Independent contractor would be an asset.
- Experience in people service industry required.
- Knowledge of CanSail and ASA Certifications.
- Passionate about sailing.
- Savvy with scheduling applications, MS Office Suite and Communication (VOIP)
- Demonstrated proven skills developing positive customer relationships.
- Ability to manage data accurately and consistently.
- Takes accountability for errors and omissions.
- Responsible for closing the reservation, invoicing and tracking payments.
- Knowledge of Caribbean culture or willingness to learn, helpful.
- Excellent verbal and written communication skills (English) required.