



Job Description Program Coordinator

Overview:

We believe that the greatest factor in the success of our mission relates directly to the quality of our people. We work hard to attract, hire, and train extraordinary staff that is notable for its friendliness, intelligence, work-ethic, empathy, and self-awareness.

- Customer Centered – Hospitality Minded
- Oversee registration and scheduling of all programs, providing end to end customer support
- Hire, train, and manage seasonal office staff
- Seasonal hours are demanding: May thru September a six-day work week is required

Key Competencies and Skills:

- Customer advocacy - creating an environment where hospitality always exists.
- Ability to problem solve
- Attention to detail and a high level of accuracy
- Organization, flexibility, and ability to adjust to changing deadlines and schedules
- Works efficiently as a team member and independently
- Supplies analytics in the form of letters, proposals or reports

Responsibilities include, but are not limited to:

1) Hospitality

- Creating and supporting and customer centered atmosphere that balances customers goals with the organizations interests
- Diffuse challenging situations and implement solutions in a fast-paced work environment

2) Programs & Activities

- Scheduling
 - Enabling the greatest possible experience for both employee and customer by assigning appropriate staff to each program or activity
 - Recording all programs and activities in WFC custom website scheduler
- Interact with customers before and after, provide appropriate program suggestions and obtain feedback upon completion
- Work with team members to strategize and develop new offerings

3) Leader

- Hire, train, and schedule seasonal office staff
- Management and professionalism
- Plans, organizes, delegates and reviews work of staff
- Motivator, mentor, and coach

4) General

- Evaluate, design and implement existing procedures
- Highly attentive to details
- Monitor office supplies and reorder as needed
- Screen and route incoming calls and messages when necessary
- Strong understanding MS Office Suite and willingness to learn and work with custom databases
- Create and maintain databases
- Background in sailing and education strongly preferred

Seeking a team member with a charismatic personality, exceptional work ethic, vision and dedication. Position is salaried and includes certain benefits, including: healthcare premium contribution, 401k match, winter holiday and paid-time-off.

Please send resume with cover letter to:

David Waldo

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