

Fair Wind, Inc.
Job Description Summary

Job Title: **Customer Service & Retail Sales Representative**
Department: Customer Service
Reports To: Sales Operations Manager
FLSA Status: Non-exempt hourly

SUMMARY

Seeking a professional person with exceptional abilities in customer service. Responsible for selling water sports activities services such as snorkel, scuba, and Manta tours. Educates and persuades clients about the service, and closes sales. Collects payments, checks-in guests for appropriate vessel and time for daily operations. Selling, stocking, cleaning and arranging retail gift shop items.

Attends to all customers and visitors, answers all incoming calls. Performs light clerical and secretarial duties. Ensures maximum good will from all transactions.

Position takes place in a fast paced environment while spending approximately 50% of your time on phones. Must enjoy greeting and interacting with guests on a daily basis. Job duties include basic accounting and basic computer skills. Some sales & public speaking experienced preferred.

Essential duties and responsibilities include the following. Other duties may be assigned.

- Advises customer in advantages of various types of service and levels of participating.
- Answers customer's questions concerning location, price, and other relevant concerns.
- Presents outlines of services, and introduces current offerings or promotions. Phones activity agents to update availability and point out advantages of service.
- Makes reservations for vessels by keying in data into computer reservation program. Compile work volume statistics for accounting and marketing purposes and to keep records of customers serviced.
- Handles occasional unhappy customers in a professional and courteous manner.
- Totals price and tax on boat tickets and/or merchandise purchased by customer to determine bill amount. Receives payment, makes change, or processes credit transaction. Processes all types of transactions, including cash, check, credit card, debit card, credit voucher, and gift certificate.
- Maintains appearance of public areas; bathroom; keep stocked with paper products, fresh flowers or potpourri etc., front waiting area; arranges brochures, newspaper and magazines; retail shop; clean and presented well.

Physical Requirements: Requires some lifting up to 50 pounds.

Language Skills: Able to speak effectively before groups of customers and employees of the organization.

Interpersonal Skills: Comfortable performing in a team environment and interacting with a diverse variety of individuals.

Work Schedule: Generally 4 days per week, consisting of approximately 10 or more hours per day, including weekends and holidays. Schedule may vary dependent on seasonal staffing needs.

We are a drug free workplace and offer competitive salaries & benefits.

Applications available on website
Apply in person (after 9:30 am)
Keauhou Bay Office
78-7130 Kaleiopapa St
Kailua-Kona HI 96740
Or fax your application to (808) 324-1772

NO PHONE CALLS PLEASE

Disclaimer: This job description may not comprise all duties that may be required to be performed. Management has the right to change or delete information from job descriptions. The company assumes responsibility to provide reasonable accommodation to individuals with disabilities to enable them to perform the essential functions of the position.