



DOCK OFFICE STAFF JOB DESCRIPTION AND RESPONSIBILITIES

- Dock Office staff are responsible for the daily management and coordination of the office's affairs.
- The dock office is often the first point of contact for Sail Newport's members, students, clients and others when they come to the facility. Staff are expected to follow the Sail Newport dress code, and be neat and presentable in appearance.
- Dock Office staff need not be sailors, but an understanding of sailors and the sport is a plus. Familiarity with Newport and Aquidneck Island is also a plus.
- Staff should be comfortable working with computers, and basic processing programs including Microsoft Word and Excel and Quickbooks. Training in the use of Sail Newport's member tracking and financial reporting program will be provided on the job.
- Excellent communication skills, both written, on the phone, and particularly in person are essential.
- The ability to handle pressure and to multi-task is important.
- Dock Office staff are also responsible for monitoring the area adjacent to the office, including keeping the tent area, clean, organized and tidy.
- Staff will maintain the daily log and monitor the weather, be responsible for the scheduling of lessons (both group and private) and rentals, and assist the main office with the scheduling of special programs and events.
- Dock Office staff handle cash and credit card transactions and should be comfortable for working with a small cash drawer.
- The ability to work as part of a team is also important, as the dock office is also the main hub for the keelboat instructor staff.
- Dock Office staff also assist the main office staff with special events logistics including, but not limited to, setting up and breaking down tent parties, helping with regatta registration and other project tasks as assigned.