

Office & Customer Service Coordinator

Job Classification: Non-exempt, Administrative Support

Position Summary

The Office & Customer Service Coordinator plays a key role in supporting marina operations by managing administrative tasks, customer communications, and basic accounting functions. This position ensures smooth day-to-day operations, accurate record-keeping, and exceptional customer service.

Key Responsibilities

Accounts & Customer Management

- Process Accounts Receivable: enter customer payments, send invoices, and issue monthly statements.
- Send 25-day payment reminders and maintain accurate customer account records.
- Maintain customer files, insurance documentation, and account terms.
- Track and compile reports for customer accounts and boat records.
- Create welcome packets for new customers and maintain ongoing communication.
- Process reservations, sell slips, and maintain customer payment schedules.

Inventory & Vendor Coordination

- Receive inventory and maintain accurate pricing records.
- Enter parts on work orders and track order status.
- Enter vendor credits and compile vendor statements.
- Maintain vendor eligibility and ensure accurate paper and electronic filing systems.

Operational Support

- Send out estimates and enter warranty work requests.
- Assist with curb appeal and upkeep of pool, ship store, and main deck areas.
- Lock and unlock buildings as scheduled.
- Answer phone calls and messages promptly and professionally.
- Place orders for supplies and maintain inventory levels.

Administrative Duties

- Maintain both paper and electronic files for customers, vendors, and operational records.
- Generate and track operational reports as needed.

Qualifications

- Strong organizational and multitasking skills.
- Proficiency in office software (Excel, Word, QuickBooks or similar).
- Excellent communication and customer service skills.
- Basic understanding of accounts receivable and inventory management.
- Ability to work independently and as part of a team.

Pay Range & Benefits

\$20–\$24 per hour or \$42,000–\$50,000 annually (depending on experience and responsibilities).

- 401(k) Retirement Plan
- Health Insurance Coverage
- Paid Time Off (PTO)
- Seasonal Bonus Opportunities
- Employee Discounts on Marina Services
- Flexible Scheduling Options

Work Environment

Marina setting with a mix of office and outdoor tasks. Seasonal flexibility required for peak boating periods.

How to Apply

Send email including resume and/or inquiries to applications.marina@gmail.com.