



Toll Free 1.866.844.7873
910.256.7873
910.686.9664 fax
info@wbsurfcamp.com
7213 Ogden Business Lane
Suite 214
Wilmington, NC 28411
www.wbsurfcamp.com

Activities Coordinator

Overview:

WB Surf Camp is seeking a highly organized and customer-focused Activities Coordinator to manage and oversee the daily operations of our surf and paddleboarding lessons, equipment rentals, and eco-tours. As a key member of our team, you'll be responsible for organizing equipment check-ins/check-outs, managing bookings, and ensuring that our participants have an unforgettable experience on the water.

This seasonal role requires excellent communication, strong organizational skills, and a passion for delivering outstanding customer service. You will be the first point of contact for our clients and will play a vital role in creating a positive, professional experience. This position reports to the Program Coordinator.

What You'll Do:

Scheduling & Coordination

- ❖ Organize surf and SUP lesson reservations, coordinating instructor schedules and equipment availability.
- ❖ Assist customers with bookings, providing accurate information about programs and availability via phone, email, and in person.
- ❖ Maintain and update lesson and rental reservations using our booking system.

Equipment Management

- ❖ Oversee the proper check-in/check-out procedures for rental equipment, ensuring accuracy and accountability.
- ❖ Maintain an organized inventory, keeping equipment in excellent condition and ensuring cleanliness.
- ❖ Report any damaged equipment to the supervisor and handle necessary repairs or replacements.

Customer Service & Engagement

- ❖ Provide exceptional customer service by assisting clients with equipment selection based on their needs, skill level, and size.
- ❖ Advise participants on local activities, highlighting Surf Camp programs and community offerings.
- ❖ Professionally represent the company both in-person and over the phone, ensuring all clients have an enjoyable experience.

Responsibilities:

- ❖ Organize and manage surf and paddleboarding lesson reservations and equipment check-ins/check-outs.
- ❖ Ensure all rental equipment is clean, organized, and properly maintained.
- ❖ Communicate effectively with clients, Surf School Coordinators, and staff regarding lesson and equipment availability.
- ❖ Attend weekly meetings with the leadership team to discuss updates and ensure smooth operations.

- ❖ Promote Surf Camp's mission and safety standards, continuously striving to provide excellent service and customer satisfaction.
- ❖ Assist with office-related tasks and provide general support as needed.

Skills and Qualifications:

Required:

- ❖ At least 2 years of college education.
- ❖ Experience in customer service and strong communication skills.
- ❖ Knowledge of surfing/SUP fundamentals, as well as related equipment and basic repairs.
- ❖ Proficiency with Microsoft Word, Excel, and Outlook.
- ❖ Ability to lift 50 pounds unassisted.
- ❖ Reliable transportation and a clean driving record.
- ❖ Ability to prioritize and manage tasks in a fast-paced environment.

Preferred:

- ❖ Professional experience in inventory management (retail, warehouse, or distribution).
- ❖ Degree or major in Recreation Management, Environmental Science, or a related field.
- ❖ Energetic, morning person with a positive attitude and strong attention to detail.
- ❖ Ability to work in a fast-paced environment and remain focused in noisy or distracting situations.

Why Join Us?

- ❖ Competitive hourly pay, based on experience.
- ❖ Job perks, including pro-deal opportunities and discounts on equipment and services.
- ❖ Opportunity to work in a vibrant, outdoor environment, helping clients experience the thrill of surfing and paddleboarding.
- ❖ Part-time and full-time positions available from mid-April through mid-October.

About Surf Camp Inc.:

Surf Camp Inc. is a leader in the world of learn-to-surf adventure camps. Our programs emphasize Safety, Learning, and Fun, helping participants of all ages develop skills, confidence, and a love for the ocean. Our diverse summer camps cater to kids, teens, and adults, offering unforgettable experiences and lifelong memories.