JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Position Title</th>
<th>Department</th>
<th>Reports to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Service Representative</td>
<td>Administration</td>
<td>Dir. of Operations</td>
</tr>
<tr>
<td>Employment Status</td>
<td>FLSA Status</td>
<td>Effective Date</td>
</tr>
<tr>
<td>☒ Temporary ☐ Full-Time ☐ Part-Time</td>
<td>☒ Non-Exempt ☐ Exempt</td>
<td>3/8/21</td>
</tr>
</tbody>
</table>

POSITION SUMMARY
In support of US Sailing’s mission to grow and strengthen the sport of sailing.

ESSENTIAL DUTIES AND RESPONSIBILITIES
- Provide first-class customer service to US Sailing constituents by telephone or electronically responding promptly to inquiries, handling and resolving complaints and following up on interactions.
- Collaborate across all departments to provide access and information on US Sailing’s diverse portfolio of programs, products and services.
- Ensure that information in the customer database is current for both existing and potential members and work with members of the IT department to troubleshoot and improve membership database.
- Communicate membership offers to existing and potential members to assist in the growth of new members.
- Maintain records of customer interactions

COMP TIME
Due to the specific responsibilities of this position, “comp time” for weekend days worked as well as opportunities to work remotely must be approved ahead of time and may not always be available.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)
- Must possess excellent verbal and written communication skills and strong background in customer service.
- Proficiency in MS Office Suite with strong MS Excel skills.

PHYSICAL DEMANDS AND WORK ENVIRONMENT
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit; and reach with hands and arms. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

OTHER
- Possess good oral and written communications skills.
- Possess the highest integrity and values consistent with those of US Sailing.
• Importance of being a team player: All US Sailing employees are expected to be exceptional team players.
• Growing Membership: Each employee is expected to work together with the Member Engagement Department and assist in growing US Sailing membership.

NOTE
This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.

Reviewed with employee by

Signature: ____________________________ Name (print): ____________________________

Title: ____________________________ Date: ____________________________

Received and accepted by

Signature: ____________________________ Name (print): ____________________________

Title: ____________________________ Date: ____________________________

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.