**GATEWAY CLIPPER FLEET**

**TICKET OFFICE SALES AGENT**

**Job Requirements:**

* Ability to sell tickets and make reservations via online reservation system for walk up cruise customers
* Attention to detail and when taking incoming customer calls by providing all requested information or by assisting customer with any reservation concerns or changes
* Provide excellent customer service by taking care of all customers in a timely, courteous, efficient and individualized manner
* Anticipate the customers’ needs by monitoring dock area to ensure that the atmosphere is pleasant, hospitable and fun environment
* Make announcements in a clear, strong voice with a complete and concise message over the marine radio and the dock announcement system
* Deliver a consistently high level of customer service to each guest and maintain a safe environment by identifying problem situations and resolving the situation
* Uphold compliance with all company policies and procedures
* Complete all paperwork and closing duties in accordance with company standards
* Maintain a well-kept appearance in accordance with company standards
* Sell shuttle tickets on the dock to walk up passengers with cash bank
* Maintain an accurate cash drawer throughout ticket off shifts
* Ability to work flexible shifts including weekends and holidays

**Candidate Qualifications:**

* Leadership Skills – Must be able to take command of an on-board cruise operation
* Organization and Time Management Skills
* Communications Skills – Team Player, Customer Oriented
* Sales Skills – Upselling, Suggestive Selling
* Customer Service Skills – Help customer with sales and or any issues

**To apply for this position with the Gateway Clipper Fleet, submit your qualifications to** [**employment@gatewayclipper.com**](mailto:employment@gatewayclipper.com) **The Gateway Clipper Fleet is an Equal Opportunity Employer. EOE**