

DISCOVERY CRUISES

Position Description

Position:	Customer Service/Reservations Crew Member
Reports to:	Sales and Event Manager / General Managers
Shifts:	Full and Part time / Seasonal May thru October / Weekends and Holidays
Wages:	Hourly – Wage based on experience. Starting \$14.00 per hour.
Uniforms:	Required and provided
Drug Testing:	Pre-employment and random required

GENERAL STATEMENT OF DUTIES:

This position is made for an individual who, simply stated, *loves people!* This individual must have a very strong customer service philosophy including the notion that the **“Customer is always right”**. This individual will have a “can do” attitude and should not be afraid to take ownership of responsibilities assigned to them. As a new start-up company, this position will require an individual to accept change, be willing to learn duties above and beyond this job description, if necessary, and be a quick, innovative thinker, ready to take on unexpected challenges. The desire to be part of a team and be highly motivated to succeed is most necessary to allow Discovery Cruises the growth it will be striving for. To maintain professional and personal etiquette is also necessary to allow Discovery Cruises to achieve an outstanding reputation.

SPECIFIC JOB RESPONSIBILITIES:

This job description is to be used as a guideline only. Duties are not completely limited as defined in this document.

- Provide excellent customer service to ALL customers of Discovery Cruises.
- Excel in promoting and selling Discovery Cruises.
- Consistently follow the customer service, personnel and operations policies as designed by Discovery Cruises.
- Learn and be able to execute all aspects of the online reservations platform securely and efficiently.
- Assist phone/walk in customers with questions, general inquiries, reservations, ticket sales, directions and logo wear retail sales.
- Assist customers with check in/parking/boarding directions on day of the cruise.
- Become familiar with all aspects of the Discovery vessel to enhance sales and customer service skills.

- Efficiently, responsibly and securely complete credit card transactions and cash sales and balance out cash drawer at end of shift.
- Respond to email inquiries from customers.
- Troubleshoot customer reservation issues.
- Assist sales and event manager with group charter contracts and special themed cruises; banquet event orders; special rental equipment and caterer orders; inventory tracking and ordering of retail logo wear, marketing materials, forms, office supplies and food and beverage; social media postings; email marketing and promotions; and miscellaneous office paperwork.
- Prepare daily cruise manifests.
- Generate various reports.
- Communicate with all boat crew regarding reservations, daily public cruises and charters, deliveries, boarding manifests, etc. Be efficient in radio communications.
- Maintain a clean work area (inside and outside)
- Participate in crew boat and safety training and be prepared to fill in as a back-up crew member when and if needed.
- Obtain CPR and First Aid certification. Training provided by company.
- Obtain TIPS Training for Alcoholic beverage service. Online training provided.
- Obtain ServSafe certification for food service. Online training provided.

SKILLS AND TRAITS:

- Must be comfortable and personable in dealing with people. Able to maintain positive relations and work effectively with other team members, government officials, vendors and the general public.
- Requires excellent verbal and written communication.
- Requires excellent customer service skills.
- Good personal appearance.
- The ability to work well under pressure and use good judgment when required to make quick decisions.
- Desire to learn.
- Must be able to offer opinions and suggestions for the better of the company.
- Comfortable with basic math and accounting procedures.
- Basic knowledge of Internet, Email, and Social Media applications.
- Ability to learn reservations/ticketing software.
- Ability to learn basic boating skills and terminology.
- Helpful if not affected by motion sickness.
- Knowledge of Traverse City area and local attractions/dining/recreation.