Front Office / Ticket Sales / Receptionist – Seasonal Position:

Timeframe of employment:
Timeframe: April–October 15th or May–September

Normal Workdays and times - small variances may be asked from time to time
We are open 7 days a week, work hours are from 7:15am to 6:15pm (10 hour workdays)
Work 3 or 4, 10 hour days, to include either Saturday or Sunday.

Pay Scale:
$12.50 per hour

The Boat Company office is a high energy, fast paced office during the summer months.

This position requires a person to:

1. Accurately receive information from the customer, selling passenger tickets either in person or on the phone. This requires filling out reservation information in the computer accurately, receiving proper payment, and following through with paperwork, in an accurate, neat and timely manner.

2. Work one weekend day- either Saturday or Sunday. Office hours from May through October 15 are approximately 7:15am to 6:15pm. Normal workdays would be either Sunday through Tuesday/Wednesday or Tuesday/Wednesday through Saturday.

3. Answer multiple phone lines and be successful at providing thorough and accurate information in a calm and pleasant manner.

4. Greet walk-in customers with enthusiasm, energy, knowledge (or the willingness to find the answer) and a smile. This is a high public contact area; the applicant must enjoy this contact and be receptive to the question and answer situation it presents.

5. Learn all aspects of the passenger boats and schedules. Lake Chelan Boat Company prides itself on serving as an excellent tourist information office for the Chelan and Stehekin areas also. Therefore knowledge of these areas or learning on the job is imperative for us to serve our customers well.

6. Operate general office equipment such as: computer, credit card terminal, fax machine, copy machine, adding machine, and answering machines.

7. Deal with interrupted work patterns, which are caused by phones and walk-in customers. One minute there may be no customers and the next moment the phone will be ringing and customers will walk through the door.

8. Lift up to 25 pounds, as this position requires the receiving of some (minimal) freight.

9. Help keep the office and surrounding area clean and tidy. The office staff is responsible for cleaning the office in all respects, from vacuuming to dusting.

10. Have good communication skills; understanding the importance of sharing important details with co-workers as needed to take care of our customer's needs effectively & efficiently.

Lake Chelan Boat Company maintains a very knowledgeable and helpful staff. New staff members are welcomed and trained to be part of the team.

If you are interested in this position, please complete the application. Selected applicants will be called for an interview. ***THANK YOU!***

LAKE CHELAN BOAT CO. – FRONT OFFICE

Application for employment

We are an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including age, sex, color, race, creed, national origin, religious persuasion, marital status political belief, or disability that does not prohibit performance of essential job functions.

Personal Information

Date: _____

Name: _____
Last First M.I.

Phone: _____ or _____

Federal law prohibits the employment of unauthorized aliens. All persons hired must submit satisfactory proof of employment authorization and identity (valid driver's license, birth certificate, Green Card, etc.) within three days of being hired.

Address: _____

_____

Have you read the description of duties for the position in the Front Office? Yes No

Dates you are available to work: From _____ through _____

From May 1st through October 15th, our office hours are from 7:15 am to 6:30 pm. Do you have any restrictions on the time of day, or days of the week, that you are able to work? Yes No
If yes, please explain: _____
_____

Because our office is open 7 days a week from April 1st through October 15th, each front office employee must work at least one of the weekend days during this time frame. Are you able to commit to this requirement? Do you have a preference of Saturday or Sunday?
_____

Although we have hired individuals that do not have all of the skills listed below, these are the skills that an office employee must know or will learn on the job. Please check the areas that you are skilled in and/or have previous experience with:

Answer multiple phone line (3 lines) _____
Know proper phone etiquette _____
Worked in an information center _____
Operate a computer _____
Operate a credit card terminal _____
Operate a 10-key adding machine _____
Operate a fax machine _____
Operate a copy machine _____
Close & reconcile sales _____

Reserve tickets on computer _____
Reserve tickets on paper _____
Bookkeeping experience _____
Can lift up to 25 pounds occasionally _____
Willing to do office cleaning duties? _____
Programs familiar with _____
_____
_____

Employment History:

1. Company Name: Position

_____

Job Duties (detailed) _____

_____

_____

_____

What did you enjoy most? _____

Manager/Supervisor:_____Phone: _____

Employed from: _____ to _____

Pay rate: _____Reason for leaving _____

_____

2. Company Name: Position

_____

Job Duties (detailed) _____

_____

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_____

What did you enjoy most? _____

Manager/Supervisor:_____Phone: _____

Employed from: _____ to _____

Pay rate: _____Reason for leaving _____

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3. Company Name: Position

_____

Job Duties (detailed) _____

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_____

What did you enjoy most? _____

Manager/Supervisor:_____Phone: _____

Employed from: _____ to _____

Pay rate: _____Reason for leaving _____

_____

4. Company Name: Position

_____

Job Duties (detailed) _____

_____

_____

_____

What did you enjoy most? _____

Manager/Supervisor:_____Phone: _____

Employed from: _____ to _____

Pay rate: _____Reason for leaving _____

_____

Education History:

	School Name & Location	Years Comp.	Degree Diploma	Graduated
High School	_____	_____		
College	_____	_____		
Tech Training	_____	_____		

Have you been convicted of a felony in the last 7 years? Yes No
If yes, please explain: _____

References:

Please do not list relatives or former employers.

Name: _____
Address: _____
Years Known: _____Occupation: _____Phone: _____

Name: _____
Address: _____
Years Known: _____Occupation: _____Phone: _____

Name: _____
Address: _____
Years Known: _____Occupation: _____Phone: _____

If you have any further information regarding you skills and past experiences, please use this space to expand on those.

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Thank you.