

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:

\$12.00 to \$12.50 per hour D.O.E.

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 _____ | Reserve tickets on computer _____ |
| Worked in an information center _____ | Reserve tickets on paper _____ |
| Operate a computer _____ | Bookkeeping experience _____ |
| Operate a credit card terminal _____ | Can lift up to 25 pounds occasionally _____ |
| Operate a 10-key adding machine _____ | Willing to do office cleaning duties? _____ |
| Operate a fax machine _____ | Programs familiar with _____ |
| Operate a copy machine _____ | _____ |
| Close & reconcile sales _____ | _____ |

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)

What did you enjoy most?

Manager/Supervisor:

Phone:

Employed from: _____ to _____

Pay rate: _____ Reason for leaving _____

3. Company Name:

Position

Job Duties (detailed)

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.

Thank you.