



Discover Lake Chelan - Guest Experience Coordinator

About Us:

Discover Lake Chelan, established in 2019, proudly serves as the primary transportation system and gateway to upper Lake Chelan, facilitating the journey for over 50,000 individuals annually. Our commitment is deeply rooted in supporting the magnificence of this picturesque destination, and we are seeking a dedicated Guest Experience Coordinator to join our team.

Job Summary:

As a Guest Experience Coordinator, you will play a pivotal role in providing exceptional customer service to boarding passengers on our vessels. Your responsibilities encompass managing electronic passenger check-in, assisting passengers during boarding and disembarking, aiding the crew with luggage and freight, and enhancing the onboard experience by working in the galley and offering snacks and beverages to passengers. You will also play a pivotal role in our office by answering phone calls and emails from customers; and booking tickets in our online system Fareharbor.

Key Responsibilities:

- Manage electronic passenger check-in processes efficiently.
- Assist passengers during boarding and disembarking, ensuring a seamless and enjoyable experience.
- Collaborate with the crew to handle luggage and freight at all stops.
- Work in the galley, selling snacks and beverages to enhance the onboard experience.
- Provide office assistance by answering phone calls and emails, maintaining focus, and communicating effectively with the team.
- Ensure daily operations run smoothly, contributing to an optimal guest experience.

Qualifications:

- Exceptional customer service skills with a friendly and approachable demeanor.
- Strong organizational abilities and attention to detail.
- Ability to work efficiently in a fast-paced environment.
- Excellent communication skills, both verbal and written.
- Comfortable working with electronic systems for passenger check-in.
- Availability to work during the summer, making this an ideal position for college students or high school seniors.

Working Conditions:

- Must be able to lift 50 lbs.
- Flexible hours, including weekends and evenings, to accommodate varying schedules.
- Dynamic work environment with a mix of on-board and office responsibilities.
- Perfect opportunity for college students or high school seniors seeking a rewarding summer job experience.



Pay Range, Hourly: \$17.00-\$25.00, Depending on Experience

Join our team at Discover Lake Chelan and be a part of creating memorable experiences for our passengers while enjoying the vibrant atmosphere of a summer on the water.

Send resume to: Rae Ann Webb, *HR Manager* raeann@discoverlakechelan.com

Discover Lake Chelan is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race/ethnicity, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, age, or any other status protected by law.