



Ticket Sales Associate

Main Functions:

Working at The Blue Heron Company's ticket offices, Ticket Sales Associates support the work of the General Manager and provide customer care to all clients who enter the building or approach the window.

Reports to:

General Manager – Ashley Miller

Job Duties:

Ticket Sales Associates perform some or all of the following duties:

- Greet customers and discuss the different cruise options available to them and answer all questions they may have
- Advise customers of appropriate items such as where to park, where to board and what times, etc.
- Estimate or quote prices for individuals and groups
- Prepare sales and accept cash, credit card or automatic debit payment
- Assist in displays including posters, maps and information pamphlets
- Maintain a neat and orderly sales desk and work environment

Skills Requirements:

Experience is an asset, as are the following specific skills:

- Computer and credit card terminal operation
- Suggestive selling

Essential Skill Requirements:

- Exceptional Customer Service
- Superior Oral Communication
- Ability to work with minimal supervision
- Continuous learning
- Ability to locate and find needed information without direct supervision
- Ability to work with others
- Punctual, meticulous and reliable
- Computer use
- Knowledge of the Tobermory area to answer questions from patrons

Working Conditions:

- Workweeks are 5 or 6 days, Monday – Sunday, 6-12 hours per day, no shifts beginning before 7:30 am or finishing later than 10:00 pm.
- Ticket Sales Associates are entitled to a ½ hour unpaid lunch and two 15 minute coffee breaks paid time – but the time this is taken must be flexible.
- Ticket Sales Associates are frequently exposed to noise and a regular flow of people.
- Ticket Sales Associates should come to work prepared to be moved to a boat shift if the need should arise.
- Ticket Sales Associates will be assigned changing priorities.
- Ticket Sales Associates may have the opportunity to work overtime, with paid compensation.
- If you are in a location that has air conditioning, it must be set at 20°C from June 16-September 4 unless otherwise instructed. For dates outside of this, you will be instructed otherwise.
- Must wear proper Blue Heron Company approved uniform, no exceptions. Please see handbook for details.
- If there is music playing, there is to be NO profanity – must be on low so as not to interfere with customer conversations.

Agreed & Accepted By: _____ (Name Please Print)

_____ (Signature)

Date: _____