



Madeline Island Ferry Line
PO Box 66
La Pointe, WI 54850
715-747-2051

TICKET SELLER JOB DESCRIPTION

Position: Ticket Seller

Reports to: Ticket Seller Coordinator

Summary:

Sells tickets from either Bayfield or La Pointe and directs traffic to maintain an orderly flow. Assists with incoming freight and loading/unloading of boats and provides excellent customer service.

Responsibilities:

- Provide excellent customer service to all riding the ferry boats and/or potential customers.
- Sell and collect tickets from either Bayfield or La Pointe as scheduled.
- Maintain a neat and clean ticket office.
- Clean up Bayfield ferry landing/parking lot/lawn or La Pointe dock as required.
- Stock and straighten Information Kiosk in Bayfield as needed.
- Direct and organize traffic flow on both sides as needed.
- Communicate promptly with Boat Operators, other Ticket Sellers and Island office concerning motor coaches, schedules, traffic and freight as appropriate.
- Organize and charge incoming freight on Bayfield landing and assist in loading freight onto boat. Notify crew of special freight concerns.
- Collect walk-on tickets while boat is at dock and assist crew in loading/unloading boat if so instructed by Boat Operator on duty.
- Perform other tasks as assigned.

Required Skills, Knowledge and Abilities:

- Excellent knowledge of Madeline Island and area tourist attractions and ferry rates and schedules (on the job training provided).
- Excellent communication skills with other employees and customers.
- Ability to learn and operate the hand held ticketing computer.
- Current, valid driver's license preferred.

Required Experience and Training:

- Basic computer and customer service skills.
- Other skills to be learned on the job.

Fiscal Accountability:

- Accountable for accurate collection of customer fares and charges.

Other Responsibilities:

- Punctuality and attendance are an extremely important responsibility of all employees.
- Ability to work a variety of shifts including weekends, holidays, days, nights, early mornings and during adverse weather.