



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.

January 2022

