



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

ISLAND OFFICE/FREIGHT HANDLER JOB DESCRIPTION

Position: Island Office/Freight Handler

Reports to: Island Office Personnel

Summary:

Provides support to the Madeline Island Ferry Line office employees. Assists office employees with the handling of incoming freight deliveries.

Responsibilities:

- Provide excellent customer service to customers.
- Answer phones in professional manner and assist with general questions.
- Answer freight radio, record freight and contact appropriate business or individual.
- Assist with unloading and labeling of UPS, Fed Ex and Spee-Dee packages.
- Contact businesses and individuals via telephone or Mighty Text for package pick-up.
- Learn MIFL ticketing system (Madtix).
- Learn office and freight building opening and closing procedures.
- Help to maintain a clean work area (office and freight building).
- Perform other tasks as assigned.

Required Skills, Knowledge and Abilities:

- The ability to work in a fast-paced environment and use good judgment.
- Excellent knowledge of Madeline Island and area tourist attractions and ferry rates and schedules (on the job training provided).
- Ideal candidates will be comfortable working with computers, as well as the public and will possess a friendly and outgoing personality.
- Ability to lift up to 50 pounds of freight.
- Current, valid driver's license.

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.

