

## **Guest Service Representative**

At Zenith Adventure and Vista Fleet we foster the spirit of adventure.

Our core values include:

- Commitment-Understand the Value of Reputation
- Passion for Hospitality, Outside Recreation, Adventure and Innovation.
- Effective Communication
- Empathetic Leadership
- Values Community and the Environment

*Please note that this is a seasonal position; May-October. Full or Part Time.*

***Must be able to work a flexible work-week including evenings, weekends, and holidays.***

### **Job Summary**

- Retail and Adventure Specialists respond to and service the needs of current and potential Vista Fleet and Zenith Adventure customers in interest of actively selling cruise tickets, adventure offerings and merchandise.
- Greet customers in person and on the telephone in a helpful, professional manner and have thorough knowledge of all products including adventure offerings.
- Efficiently and accurately handle adventure offering reservation details.
- Actively sell cruise tickets, adventure offerings and shop merchandise.
- Assist with organizing, taking inventory, stocking and cleaning the Zenith Adventure shop.

### **Necessary Skills**

- Must be able to communicate professionally with customers and fellow employees.
- Ability to actively sell and promote products.
- An outgoing personality is necessary.
- Must have good cash handling skills and ability to make change.
- Employee must be honest and work well with others.
- Must be able to manage many tasks at the same time.
- Must be able to stand/walk on feet for 8 hours or more.
- Must be able to speak in a clear, understandable voice; hear at a basic level; communicate in English.
- Must have eyesight enabling vision both near and far.
- Must have the ability to write clearly.
- Must be able to bend and move in close quarters, stretch arms overhead, climb ladder and stairs, and lift and/or carry repeatedly large items up to 30 pounds.
- Willingness to work a flexible schedule; weekdays, weeknights, weekends and holidays.

Job Types: Full-time, Part-time

Wage starting at \$15/hour + incentives