

Guest Experience Associate

Location: Zenith Adventure & Vista Fleet

Seasonal Position: May – October (Full-Time & Part-Time)

Starting Wage: \$15/hour + incentives, and season bonus opportunities

At Zenith Adventure & Vista Fleet, we foster the spirit of adventure. We are passionate about delivering unforgettable experiences on land and water. If you thrive in a fast-paced, customer-focused environment, we want you on our team.

Our Core Values

Commitment – Understanding the value of reputation.

Passion – For hospitality, outdoor recreation, adventure, and innovation.

Effective Communication – Clear, professional interactions with passengers, fellow crew and management.

Empathetic Leadership – Supportive teamwork and respect for others.

Community & Environmental Stewardship – Caring for the places we explore and the people we serve.

Key Responsibilities

Guest Experience

- Provide friendly, professional service to all guests visiting Zenith Adventure and Vista Fleet.
 - Greet customers in person and over the phone, answer questions, and assist with trip planning.
 - Serve as the first point of contact for guests, creating a welcoming and helpful environment.
 - Provide accurate information about cruise offerings, adventure experiences, retail products, and the Duluth waterfront.
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Sales & Reservations

- Promote and sell cruise tickets, adventure experiences, and retail merchandise.
- Process reservations accurately using reservation and point-of-sale systems.
- Assist guests with trip selection, availability questions, and booking details.
- Handle payments and maintain accurate cash-handling procedures.

Retail Operations

- Maintain an organized, clean, and inviting retail environment.
- Assist with stocking, merchandising, and inventory management.
- Ensure displays and product areas are neat and fully stocked throughout the shift.
- Assist with opening and closing procedures for retail and guest service areas.

Team Support & Daily Operations

- Work collaboratively with crew members and management to support daily operations.
- Assist with guest check-in and general operational needs during busy periods.
- Communicate guest feedback or operational issues to supervisors when appropriate.
- Support a positive team environment focused on hospitality and guest satisfaction.

Qualifications & Requirements

- Outgoing personality with strong customer service and communication skills.
- Comfortable promoting and selling experiences and retail products.
- Reliable with cash-handling experience and attention to detail.
- Ability to stand or walk for extended periods (8+ hours).
- Ability to lift up to 30 lbs and perform physical tasks including bending, stretching, and climbing stairs or ladders.
- Must be available to work flexible hours, including evenings, weekends, and holidays.

Why Join Us?

- Work in a fun, dynamic environment surrounded by adventure on Lake Superior and the Duluth waterfront.
- Gain valuable hospitality, sales, and tourism industry experience.
- Be part of a company that values community, leadership, and adventure

How to Apply

Interested candidates should send a letter of interest and resume to:

Colleen Smith
General Manager, Vista Fleet & Zenith Adventure
csmith@vistafleet.com