

Classic Harbor Line - Land Ambassador

Our mission at Classic Harbor Line (CHL) is to exceed expectations of hospitality aboard our multi-passenger classic yachts.

We believe that hospitality is a warm welcome and the continued care and appreciation of our passengers and each other. We believe genuine care for others is fundamental to achieving our safety standards.

The Classic Harbor Line Land Ambassadors ensure a welcoming customer experience from booking to checking in to boarding the vessel.

Responsibilities Include:

- Selling tickets for walk-up guests and via phone calls to our ticketing booth.
- Contacting guests and managing follow up when trips need to be amended or cancelled due to weather, maintenance, scheduling needs, private charter bookings, etc.
- Being well-versed and able to answer questions about our sails/cruises offerings.
- Monitoring and adjusting seating charts to optimize inventory and fulfill guest seating requests.
- Promoting private charters and answering general private charter related questions.
- Greeting and checking in guests.
 - Using FareHarbor to track ship manifests, payment/identification verification, and affiliate bookings.
 - Handing out boarding passes, ensuring the correct amount.
 - Reading notes in private charter events to prepare to greet and assist clients.
 - Helping to ensure timely boarding and departures to keep the vessels on schedule.
- Listening attentively, communicating effectively, and addressing any concerns promptly.
- Wearing CHL uniform and apparel or professional attire when interacting with guests.
- Completing daily tasks and paperwork.
 - Following opening and closing procedures.
 - Checking phone messages and emails and responding to all messages as soon as possible.
- Dock surveillance and general safety measures.
 - Keeping a watchful eye on the boarding gate and our dock to prevent unauthorized entry.
 - Assisting with any emergency situations that may occur while vessels are underway.
 - Notifying Security if there are any threatening safety concerns with the public or threatening conditions with the pier or docks.
- Assisting in vessel docking and undocking; handling boat lines.
- Additional job duties as assigned to assist other departments.

Skills and Other Requirements:

- Ability to de-escalate interactions with guests and the general public.
- Strong desire and ability to develop new initiatives to improve customer experience.
- Experience in a front of house position working with online ticketing platforms is strongly preferred.
- Willingness to learn basic maritime and seamanship skills.
- Ability to hold yourself and team members accountable to consistently meet customer service standards.
- Basic computer knowledge, including MS Office and Google Suite.
- Flexibility to work various shifts, including some nights, weekends, and holidays.

- Willingness to work in a small ticket booth with some time spent outdoors on docks.

Work Location

Chelsea Piers, New York

Compensation and Benefits

- Starting at \$20 per hour plus commissions
- Eligible for 401k after one year
- Medical and dental insurance available for full-time employees

To Apply

Send resumé and cover letter to employment@classicharborline.com

Posting open until filled.