



Portland Spirit offers meal, sightseeing and private chartered cruises on the Willamette River aboard our 4 boats.

We've been locally owned and operated since 1994. We take pride that locals and tourists alike choose our boats to create lasting memories. We craft and serve fresh, locally prepared appetizers, drinks, meals and desserts on a rotating menu. We fluctuate between 80 employees in the winter and 160 employees from May to October across our galley (kitchen), operations, service, and sales departments. We are seeking seasonal staff in all departments that wish to be a part of creating memories for our passengers.

JOB DESCRIPTION:

We are looking for a Customer Service Representative to ensure excellent customer service while assisting passengers and visitors in our Portland office and Salmon Springs ticketbooth. This position is directly responsible for processing phone and in-person reservation requests for individual and small group purchases. To succeed in this position, you will need a customer-centric mindset, the ability to remain calm when handling customer issues and have experience working with Google Workspace.

Punctuality, dependability and friendliness are essential functions for this position. We provide 2 weeks of paid training and a flexible schedule with possibility of increased hours during our busy season in May - October. Our office is open 7 days a week, including holidays. Our Portland office is located at 110 SE Caruthers St (Two blocks South of OMSI, across from the OMSI/SE Water Max stop) and our Salmon Springs ticketbooth is located at 1010 SW Naito Pkwy (On the South end of the Tom McCall Waterfront Park). Please note: We are a dog friendly office.

DIRECT RESPONSIBILITIES:

- Manage a high volume of incoming telephone calls and directing calls
- Serves customers by providing information of products and services through the reservation process
- Knowledge of all general information regarding cruise schedules, services, prices and boat inquiries
- Complete and accurate entering of all customer data
- Handle customer complaints, determine the cause of the issue and provide appropriate solutions
- Processing and balancing payments with the Accounting Department
- Cash handling and other monetary transactions to complete reservations
- Procedures to open and close the building
- May be required to perform general office cleaning duties
- Assisting with all administrative duties; typing documents, mailings, copying and correlating materials
- Clerical support to all Portland Spirit departments
- Position includes all of the above, but not limited to the responsibilities listed. Additional duties may be assigned at manager discretion

SKILLS AND QUALIFICATIONS:

- Must be friendly with outgoing positive attitude
- Excellent written and verbal communication skills
- Proficient in English and phone etiquette
- Knowledge of using Google Workspace (Gmail, Google Docs, Google Drive, etc.)
- Experience in cash handling and understanding basic math
- Able to troubleshoot, problem solve, and work independently
- Required to wear a headset while working at your desk
- Typing accuracy, minimum of 30 w.p.m.
- Capable of lifting and carrying 50 pounds
- Ability to multitask, self-starter, organized, flexible schedule and team player

JOB SPECIFICS:

\$18 per hour

WORK SCHEDULE:

Schedule varies with season
Up to 40 hours per week including weekends and holidays

BENEFITS:

Employee discounts
Eligible for 401K after 6 months
Eligible for sick pay