

Seastreak

Customer Service Representative – Highlands, NJ; Atlantic Highlands; NJ & New York, NY

About Seastreak:

Seastreak provides fast passenger ferry services in the New York metropolitan area. We proudly offer high-speed catamaran services to points in Manhattan, central New Jersey, Nantucket, Martha's Vineyard, and more with a fleet of robust vessels.

In addition to commuter services to and from Manhattan and New Jersey, we offer an array of special events, sightseeing cruises and tours, daytrips, and getaways year round.

Job Summary:

Seastreak is now hiring customer service representatives to work in our offices in New Jersey and on the docks in NYC. Representatives living or working in NYC can take Seastreak ferries from NJ to NYC free of charge.

Primary Responsibilities:

- Answering phones
- Selling tickets and making reservations by phone and in person, using an online booking system
- Scanning tickets as passengers board
- Responding to customer questions and inquiries

Skills and Qualifications:

- High School diploma
- Experience in customer service (preferred)
- Must have TWIC (Transportation Worker Identification Credential) card or the ability to obtain one. (Will be reimbursed by Seastreak)
- Excellent communication skills
- Ability to learn and successfully navigate an online reservation system
- Can provide the highest level of customer service and professionalism to all passengers
- Willingness to familiarize oneself with Seastreak's current offerings and schedules to best assist customers

Job Type: Full-time, Part-time

Pay: \$14.00 per hour

Benefits:

- Medical, dental and vision insurance
- 401k with employer matching program
- Paid time off

To apply, email contact@seastreak.com a resume and short cover letter explaining your qualifications for the position.