

Seastreak

Customer Service Representative – New Bedford, MA; Oak Bluffs, MA (Martha's Vineyard)

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 seasonal **Customer Service Representatives** to work in our offices in New Bedford and Oak Bluffs, MA.

Primary Responsibilities:

As a Customer Service Representative, you will be the first person our valued customers speak to and interact with. Responsibilities include:

- Answering phones
- Selling tickets and making reservations by phone and in person, using an online booking system
- Responding to customer questions and inquiries
- Making sure freight items are loaded onto the vessel
- Scanning tickets as passengers board when needed
- Organizing passenger lines and luggage carts

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)
- Oak Bluffs' Employees must have their own island housing, or be able to commute to MV
- Excellent communication skills and phone etiquette.
- 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: \$15.00- \$18.00 hour

Benefits:

- 401k with employer matching program
- Paid time off

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