



## **Bruce Anchor Cruises**

61 Front Street | Tobermory, ON | N0H 2R0  
519-596-2555 | [www.bruceanchor.com](http://www.bruceanchor.com)

### **POSITION TITLE: Ticket Agent**

Reports to: Bruce Anchor Cruises Manager

Department: Ticket Booth

Location: Tobermory, ON

### **About Bruce Anchor Cruises:**

Bruce Anchor Cruises operates a fleet of glass bottom tour vessels within Fathom Five National Marine Park which occupies some of the most pristine waters in the Great Lakes. Fathom Five is home to numerous historic light stations, over twenty known shipwrecks, and Flowerpot Island.

Our extremely unique and modern glass bottom vessels depart Tobermory on a regular schedule. Our tours operate during the spring, summer, and fall. Within minutes of departing our dock, passengers are given an opportunity to view two 19th century shipwrecks, The Sweepstakes and The City of Grand Rapids, resting just a few feet below the surface. Following the shipwreck viewing, our vessels pass by Big Tub Light House (1885). From there we continue on to Flowerpot Island. During the cruise around Flowerpot Island passengers will view magical scenery. This scenery includes the historic Flowerpot Light station, the light keeper's home, the Flowerpot rock formations and more. Passengers planning to hike the island may disembark and explore the island on foot for a couple of hours.

**Position Title:** Ticket Agent

### **Position Overview:**

We are a team of professionals passionate about delivering the highest quality and service to our guests, many of which are traveling from all over the world. Here at Bruce Anchor Cruises we are committed to excellence. It is our mission to provide a quality experience for each and every guest the first time and every time.

Ticket Agents are the face of Bruce Anchor Cruises. Ticket Agents act as the first point of call between visitors and their adventure.

Ticket Agents are responsible for the day to day operation of the ticket booths. This includes, but is not limited to, ticket sales, general customer service, daily financial reports and light cleaning duties.

To be considered for this role, we ask that you have some customer service experience, the ability to work well in a team environment yet have a reasonable degree of independence,



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knowledge of computer operation, the flexibility to work long hours, evenings and weekends until and including Labour Day weekend, and a demonstrated value for commitment.

Because the daily operation of Bruce Anchor Cruises can change from day to day, Bruce Anchor Cruises reserves the right to alter or include other duties as required.

### **Duties and Responsibilities:**

- Understand and operate Bruce Anchor Cruises' booking software and telephone system.
- Understand the basics of each operating vessel, including the route, capacities and restrictions, as well as its schedule.
- Understand the history of Tobermory's shipwrecks and Flowerpot Island.
- Review and understand the operational policies and procedures.
- Provide professional level customer service to all guests interested in sailing with Bruce Anchor Cruises.
- Provide advice and support to customers while they determine which cruise best suits their needs and schedules.
- Have knowledge of Bruce Anchor Cruises landmarks, such as the Bruce Anchor Motel, parking areas and shuttle bus services.
- Schedule, confirm and accept payment for ticket sales, as well as assist guests in making their own reservations through our online booking system.
- Provide tickets, parking passes, maps and other information to all guests, in person, over email or over the phone, sailing with Bruce Anchor Cruises.
- Provide a clean facility for guests sailing with Bruce Anchor Cruises including but not limited to outside grounds and parking areas, indoor areas, service window areas and washroom facilities.
- Reconcile cash at the end of the day.
- Communicate with Captains and Deckhands regarding the number of people to drop off and pick up.
- Communicate with bus driver regarding where to drop off and pickup.