Reservations Agent

Do you share Hornblower's passion for providing amazing experiences? If you're an enthusiastic team player who thrives in an environment where communication, creativity, and cooperation are encouraged, this may just be the opportunity for you. As we say at Hornblower, why work when you can cruise?

The Reservations Agent will work with guests from all over the world booking reservations to visit Alcatraz in San Francisco and the Statue of Liberty/Ellis Island in New York, and for dining cruises on the east and west coasts. This is a seasonal opportunity with potential for regular employment based in San Francisco. It is a hands-on position requiring excellent customer service skills and a demonstrated ability to work in a fast-paced selling environment. The Reservations Agent is responsible for ensuring our guests have an amazing experience that will keep them coming back time after time.

- Part-Time and Full-Time shifts are available, with preference given to those available to work weekends.
- We are open 7 days a week from 4:30 am to 7:30 pm and offer early evening, and weekend shifts. Weekend only shifts are also available.

Position specific responsibilities:

Answering calls and all general inquiries, while working on projects between calls

- Close sales, up-sell and maximize revenue for HCE and its affiliated companies.
- Process all reservation requests and confirm reservations.
- Communicate with customers in person, by phone, or by electronic communication
- Cover the Reception Desk phones and duties as required
- Contact existing and potential customers, including outbound calling campaigns as coordinated with Sales.

Desired background:

- High School Diploma and some college
- Minimum 1 year of customer service experience
- Basic math and grammar skills
- Ability to handle a busy switchboard
- Type 30-35+ wpm
- Fluency in English with an additional language a plus, but not required

Hornblower Cruises & Events has been the leading yacht and public dining cruise company in the United States for more than 32 years. Companies under the Hornblower umbrella include Alcatraz Cruises, Hornblower Classic Cable Cars, Statue Cruises, Niagara Cruises and NYC Ferry, operated by Hornblower.

Hornblower is proud to be an Equal Employment Opportunity and Affirmative Action employer. We do not discriminate based upon race, religion, color, national origin, sex, sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a
disability, genetic information, or other applicable legally protected characteristics. We also consider qualified applicants with criminal histories consistent with applicable federal, state and local law. Additionally, Hornblower participates in the E-Verify program in certain locations.

Hornblower is committed to providing reasonable accommodations for qualified individuals with disabilities and disabled veterans in our job application procedures. If you need assistance or an accommodation due to a disability, you may call us at 415-635-2285.