

Ticket Agent Job Description

Revised February 2023

OVERVIEW

Watermark runs public cruises from the end of City Dock in Annapolis and from the Inner Harbor in Baltimore. Our Ticket Agents sell tickets for these cruises. The Ticket Agent is often the first point of contact for the general public, and thus should be well versed on all of the options Watermark offers both on land and water. Additionally, Ticket Agents must have a thorough understanding of the Watermark “Company Policies,” “Dress Code,” “Appearance Standards,” and the following job requirements.



SOME OF THE TICKET AGENT'S RESPONSIBILITIES

1. To arrive at work promptly and prepared to work
2. To be polite and professional to both guests and fellow employees.
3. To adhere to all written policies and instructions as given by the Director of Vessel Operations (Director) or Operations Manager (Manager).
4. To attend required training sessions.
5. Selling tickets to Watermark's Public Cruises while being an ambassador to both Watermark and the Chesapeake Bay region.



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