



Lady Caroline is currently hiring for a **Customer Service Representative**. This position is **seasonal part-time through December 2025**.

Lady Caroline offers a unique opportunity to experience “The Land” from the water, cruising Lake Erie and the Cuyahoga River while traveling under historic jackknife bridges and taking in the downtown Cleveland skyline. All regular lunch, brunch and dinner cruises include a freshly prepared buffet and entertainment, while themed events can include dockside happy hours, murder mystery productions, wine tastings and concession-based dining options. Lady Caroline is docked at the [Flats West Bank](#) in downtown Cleveland with convenient employee parking.

Our employees are supported with a comprehensive benefits program that include the following:

- Employee Assistance Program FREE of charge
- Matching 401K program after 90 days
- Ongoing learning and development programs
- Work towards your future advancement within the company—most of our supervisors and managers are promoted from within

Essential Job Responsibilities & Duties:

- Process incoming calls
- Provide information
- Sell/upsell product
- Process reservations, additions, cancellations, changes, etc.
- Sell and redeem gift certificates
- Prepare closing reports for turnover to Office Manager
- Assist with preparing, receiving and distributing mail
- Prepare boarding passes and drink tickets
- Greet guests warmly and perform registration procedures
- Distribute boarding passes to guests as needed
- Prepare boarding list for office and restaurant staff
- Fill brochure holders on exterior of building, check stock at FirstEnergy Powerhouse (on a weekly basis)
- Maintain common areas
- File boarding lists, group sales info, gift certificates, etc.
- Handle cash
- Handle lines when ship leaves and returns to the dock

Skills, Education & Other Requirements:

- Must be available nights, weekends and holidays
- Computer literate, superior phone skills, excellent selling skills
- Ability to stand for *up to* 8 hours during shift
- Ability to lift up to 50lbs
- Identification that establishes identity
- Identification that establishes the right to work in the United States

NOTE: *The above statements are intended to describe the general nature and level, or work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed and as assigned by supervision.*

About Lady Caroline: Reset, relax and rediscover Cleveland aboard Lady Caroline. The 4-deck ship with onboard entertainment and freshly prepared meals is the best way to experience the Northcoast. Sweeping skyline views offer a new perspective on historic bridges and iconic landmarks. Every Lady Caroline lunch, brunch, dinner, special event or charter cruise is a celebration. For tickets and information, visit ladycaroline.com.

About Jacobs Entertainment: Jacobs Entertainment, Inc. is a developer, owner and operator of gaming and entertainment facilities across the United States. Core to the company’s value is our commitment to ethical leadership, outstanding training, and open employee communication. jacobsentertainmentinc.com

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