



Lady Caroline is currently hiring for a **Sales Coordinator**. 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 group calls
- Provide information to groups
- Sell/upsell product to groups
- Make outgoing sales and follow-up calls
- Process group reservations, additions, cancellations, changes, etc.
- Ensure cash out is correct at the end of each shift
- Prepare boarding passes for groups
- Prepare bar work for groups
- Greet guests warmly and perform registration procedures
- Distribute boarding passes to groups if needed
- Maintain common areas
- Handling lines when ship leaves and returns to the dock
- Coordinating sales-related details both before and after event
- Process contracts, deposits and final payments
- Liaison between ship and client
- Ensure day of client details are correct
- Contact clients for information and final guarantees
- Prepare and distribute daily revision sheets
- Prepare and distribute weekly function sheets
- Assist restaurant team onboard the ship, as needed
- Supervise reservationist, as needed
- All reservationist duties, if reservationist is occupied with a customer

**Skills, Education & Other Requirements:**

- Excellent verbal and written communication skills
- Microsoft Office and point-of-sales system knowledge
- Ability to organize work materials and prioritize work tasks
- Consideration given to a 4-year degree in Sales or Communication
- Preferred experience in wedding planning, hospitality or retail
- 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](http://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](http://jacobsentertainmentinc.com)