



Apply now to work aboard the Padelford riverboats: Jonathan Padelford, Anson Northrup and Betsey Northrup. Padelford Packet Boat Company employs a number of seasonal employees beginning in mid-April through October. It is the IDEAL summer job for college students or anyone looking for a unique seasonal job opportunity! If you don't want to spend the summer stuck indoors, this is the place to be. Working for the Padelford is fun but it is also hard work. The pace is quick, the hours can be long and we expect our employees to work hard to get the job done. However, who can argue with spending your summer floating up and down the scenic Mississippi River?

Hours vary weekly, but EVENING AND WEEKEND availability is a must!

Padelford operates out of Harriet Island in St. Paul, MN. We run a variety of public excursions, meal cruises, private charters as well as managing the University of Minnesota Centennial Showboat. Padelford is licensed and regulated by the United States Coast Guard and requires employees to submit to pre-employment drug screening.

Padelford Packet Boat Company is an equal opportunity employer. Applicants are considered for all positions without regard to race, color, religion, sex, national origin, age, sexual orientation, marital or veteran status, or the presence of a non-job-related medical condition or handicap.

If you are interested in working for Padelford please read the job descriptions and fill out an application. Applications can be submitted online or printed and mailed to:

Padelford Packet Boat Co., Inc.
Harriet Island
St. Paul, MN 55107

We regret that we cannot respond to all applicants individually. Selected applicants will be contacted for an interview. NO CALLS REGARDING EMPLOYMENT WILL BE ACCEPTED.

Description of Server/Crew Member position:

Padelford Packet Boat Company employs a number of seasonal boat crew members to work aboard its three multi-level vessels as well as the Minnesota Centennial Showboat. This can be a challenging position that requires both indoor and outdoor work as well as a wide variety of job functions. This position does not require previous bartending or boating experience, however previous customer service experience is preferred.

Responsibilities include:

- Providing customer service for passengers
- Performing any and all food service tasks
- Knowledge of food, wine, and all other beverages
- Bartending and concession sales
- Cleaning and stocking vessel before and after cruises
- Performing assigned duties in the case of an emergency
- Miscellaneous tasks that may arise on a given day
- Various food service and catering duties as assigned

Requirements:

- Must be at least 18 years of age
- Required pre-employment, random, reasonable cause and post accident alcohol and drug testing, as per US Coast Guard and DOT regulations
- Must have the ability to work well under pressure, have the stamina to work long hours, maintain a friendly outgoing disposition, and get along with others in the workplace
- Must have the presence of mind and physical mobility to react in a timely manner in the case of an emergency situation
- Vessel positions are physically demanding. Repetitive motion, bending, long periods of standing, climbing and often heaving lifting are requirements of the boat crew position
- Must be available to work evenings and weekends--only a limited number of weekend time-off requests are allowed in the season
- Must meet uniform and grooming standards that reflect a positive and professional image. Must adhere to the company's uniform policy.

Padelford Packet Boat Co., Inc. is an Equal Opportunity Employer. Applicants are considered for all positions without regard to race, color, religion, sex, national origin, age, sexual orientation, marital or veteran status, or the presence of a non-job-related medical condition or disability. We are proud to be a drug-free workplace. Drug and alcohol tests will be required before hiring and during your employment.

Description of Crew Chief position:

Padelford Packet Boat Company employs a limited number of crew chiefs to work aboard its three multi-level vessels as well as the Minnesota Centennial Showboat. This can be a challenging position that requires both indoor and outdoor work as well as a wide variety of

job functions. This position requires familiarity with company procedures as well as experience working on our vessels.

Responsibilities include:

- Supervising boat crew/Ensuring boat is ready for cruise
- General maintenance and basic mechanics of boat
- Resolving any disputes or issues that may arise during a cruise
- Ensuring that our high customer service standards are met
- Has direct contact with the chairperson of a charter/people who planned charter
- Various food service and catering duties as assigned
- Completing required paperwork/Closing out the bars at the end of a cruise
- Untying the boat upon departure and securing it to the dock upon return
- In charge on scene in case of an emergency

Requirements include:

- Must be at least 18 years of age
- Required pre-employment, random, reasonable cause and post accident alcohol and drug testing, as per US Coast Guard and DOT regulations
- Must have the ability to work well under pressure, have the stamina to work long hours, maintain a friendly outgoing disposition, and get along with others in the workplace.
- Must have the presence of mind and physical mobility to react in a timely manner in the case of an emergency situation.
- Vessel positions are physically demanding. Repetitive motion, bending, long periods of standing, climbing and often heaving lifting are requirements of the boat crew position.
- Must be available to work evenings and weekends. Only a limited number of weekend time-off requests are allowed in the season.
- Must have good leadership and personal skills
- Must have previous experience
- Must meet uniform and grooming standards that reflect a positive and professional image. Must adhere to the company's uniform policy.

Description of Office Crew position:

Padelford Packet Boat Company employs one or two seasonal office crew members. Office crew members work in the indoor office as well as indoor on-shore ticket facilities. Office crew work in a fast paced, customer orientated atmosphere that can be stressful at times. Previous office experience or ticketing experience is preferred.

Responsibilities include:

- Selling tickets for public excursions, checking people in for public meal cruises and theater performances
- Answering multi-line busy telephones to relay cruise information, take reservations, and direct calls to other staff members
- Miscellaneous office tasks that may arise throughout the day

Requirements include:

- Must have the ability to work well under pressure and maintain a friendly outgoing disposition, and get along with others in the workplace
- Must be available to work evenings and weekends--only a limited number of weekend time-off requests are allowed in the season
- Must have good verbal communication skills
- Must have computer experience and the ability to quickly learn to use our complex ticketing software
- Must have the ability to multi-task and work on multiple projects at a time

Catering Lead:

POSITION SUMMARY: The purpose of the position of Catering Lead is to oversee events (Including weekend events), handle and delegate set-up and breakdown of function rooms and Take care of the customer in a timely, courteous, efficient and customized manner. All functions are carried out to maintain an environment of teamwork. Also to be able to work in a team setting with the Crew Chief and other staff.

JOB RESPONSIBILITIES

- Oversee events.
- Set-up and breakdown all banquet equipment and supplies
- Act in a timely manner through whatever systems are currently used.
- Bus and set tables, as needed.
- Perform buffet set up (if necessary) and breakdown.
- Communicate with support crew and management.
- Supervise banquet functions to ensure they run smoothly and efficiently.
- Ensure compliance with all departmental and company policies and procedures.
- Maintain complete knowledge of service requirements for assigned functions
- Organize all assigned functions and complete preparation work in accordance with departmental standards
- Check storage areas for proper supplies, organization and cleanliness
- Instruct designated employees to rectify any cleanliness/organization deficiencies
- Assign stations and side work to Servers in accordance with departmental procedures
- Communicate additions or changes to the assignments as they arise throughout the shift
- Identify situations which compromise the department's standards and delegate these tasks
- Conduct pre-function meeting with Servers and review all information pertinent to setup and service of function
- Inspect employee grooming and uniforms rectify any deficiencies
- Check buffet tables/receptions/coffee breaks for cleanliness, attractiveness, and layout.
- Ensure agreement with banquet event order and departmental standards and resolve any problems

- Ensure replenishment of items as specified on banquet event orders and requested by function contact
- Ensure that unused food is returned to the kitchen, that designated condiments are broken down and properly stored (butters, cream, dressings, etc) and all banquet supplies are returned to designated storage areas
- Ensure all closing duties for staff are completed before staff sign out
- Provide feedback on staff performance to manager and report disciplinary problems to manager and participate in the counseling of employees
- Foster and promote a cooperative working climate, maximizing productivity and employee morale
- Complete all paperwork and closing duties in accordance with departmental standards
- Review status of assignments and any follow-up action with supervisor
- Anticipate customers' needs, respond promptly and acknowledge all customers, however busy and whatever time of day
- Monitor and handle customer complaints by following the instant pacification procedures and ensure customer satisfaction
- If applicable, complete a Customer Problem Resolutions (CPR) form on any issues (solved or unsolved issues) or if computer access is not available give information to admin support to complete GPR form
- Maintain thorough knowledge of current CPRs and follow-up on issues as needed
- Maintains cleanliness and organization in all work areas
- Uphold appropriate departmental standards of quality/timing
- Uphold and ensure compliance with all company and departmental policies and procedures
- Report all equipment problems and maintenance issues, known safety hazards, or unsafe practices and procedures to supervisor immediately
- Attends all scheduled employee meetings and brings suggestions for improvement
- Perform other duties as assigned.

SKILLS REQUIRED: To perform this job successfully, an individual must be able to perform a number of varied, but essential, duties satisfactorily.

- Willing and timely execution of other duties as delegated by leadership

QUALIFICATIONS:

- High school diploma or general education degree (GED); or one to three months' related experience and/or training; or equivalent combination of education and experience.
- Ability to read and comprehend simple instructions, short correspondence, memos and to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and employees.
- Ability to add, subtract, multiply, and divide to perform these operations using units of American money, weight measurement, volume, and distance.
- Ability to apply common sense understanding to carry out detailed but not complicated written or oral instructions.

- Ability to deal with recurring problems by incorporating Padelford Riverboats' guidelines and standards.
- Knowledge of food and wine.
- Must meet uniform and grooming standards that reflect a positive and professional image. Must adhere to the company's uniform policy.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, or telephone. The employee is occasionally required to reach with hands and arms and taste or smell.
- The employee must regularly lift and/or move up to 10-25 pounds and frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

(Please note: management reserves the right to change, modify, and/or alter any of the duties listed above to meet business demands).



Padelford Packet Boat Co., Inc.
HARRIET ISLAND ST. PAUL, MN 55107
www.riverrides.com
(651) 227-1100 FAX (651) 227-0543

APPLICATION FOR EMPLOYMENT

Padelford Packet Boat Company is a drug-free workplace. Screening tests for illegal drug use are required for all employees before hiring and throughout employment.

Applicants are considered for all positions without regard to race, color, religion, sex, national origin, age, sexual orientation, marital or veteran status, or the presence of a non-job-related medical condition or handicap.

LAST NAME:	FIRST NAME:	MIDDLE NAME
PERMANENT ADDRESS:		
CURRENT ADDRESS:		
TELEPHONE:	ALTERNATIVE PHONE:	
E-MAIL ADDRESS:		

Are you 18 years of age or older? Yes No

POSITION(S) APPLYING FOR:
 Server/Crew Member Crew Chief Ticketing Crew Catering Lead Kitchen Staff
Other (Specify): _____

Part-time (15-25 hours/ week) Full-time (30-40 hours/week) Either

Availability dates: Start _____ End _____
(Availability dates are a prime factor in securing employment. Our season runs from mid-April through October.)

Are you able to meet the attendance requirements of the position? Yes No

Have you ever been employed here before? (If yes give dates and positions) Yes No

Do you have experience operating: Cash Register Computer Adding Machine?
Do you have boating experience? Yes No If so please specify (include a copy of any licenses you hold):

Do you have any current CPR or First Aid Certificates? Yes No
If yes, specify: _____

Can you perform the functions of the position you are applying for with or without reasonable accommodations? Yes No

EMPLOYMENT HISTORY

Current or Most Recent Employer:	
Address, City, State:	
Position Held:	Supervisor:
Reason for Leaving:	May we contact for a reference? ___ Yes ___ No
Dates of Employment:	Telephone:
Primary Duties:	
Current or Most Recent Employer:	
Address, City, State:	
Position Held:	Supervisor:
Reason for Leaving:	May we contact for a reference? ___ Yes ___ No
Dates of Employment:	Telephone:
Primary Duties:	
Current or Most Recent Employer:	
Address, City, State:	
Position Held:	Supervisor:
Reason for Leaving:	May we contact for a reference? ___ Yes ___ No
Dates of Employment:	Telephone:
Primary Duties:	

EDUCATION: PLEASE LIST HIGH SCHOOL(S) AND COLLEGE(S) ATTENDED

School:	City, State:	
Major (if any):	Dates:	Degree:
School:	City, State:	
Major (if any):	Dates:	Degree:
School:	City, State:	
Major (if any):	Dates:	Degree:
School:	City, State:	
Major (if any):	Dates:	Degree:

How did you find out about job opportunities with Padelford (if from a past or present employee please include their name)? _____

Why are you interested in this position? _____

What experience and skills do you possess that qualify you for the position(s) for which you are applying? _____

APPLICANT STATEMENT: READ CAREFULLY BEFORE SIGNING.

I certify that all information I have provided in order to apply for and secure work with the employer is true, complete, and correct. If employed any misstatement or omission of fact on this application may result in my dismissal.

I expressly authorize, without reservation, the employer, its representatives, employees or agents to contact and obtain information from all references (personal and professional), employers, public agencies, licensing authorities and educational institutions and to otherwise verify the accuracy of all information provided by me in this application, resume or job interview. I hereby waive any and all rights and claims I may have regarding the employer, its agents, employees or representatives, for seeking, gathering and using such information in the employment process and all other persons, corporations or organizations for furnishing such information about me.

I understand that the employer does not unlawfully discriminate in employment and no question on this application is used for the purpose of limiting or excusing any applicant from consideration for employment on a basis prohibited by applicable local, state, or federal law.

I understand that neither the completion of this application nor any other part of my consideration for employment establishes any obligation by the Employer to hire me. Due to the enormous number of applications that the company receives, I understand that Padelford Packet Boat Co., Inc. cannot make any guarantees that my application will be considered for any or all open positions that they may have. If I am hired, I understand that I am free to resign at any time, with or without cause and without prior notice, and the employer reserves the same right to terminate my employment at any time, with or without cause and without prior notice, except as may be required by law.

I am aware that I am subject to a pre-employment drug screening as well as continued drug screening while employed by Padelford Packet Boat Co., Inc. I am aware that any positive drug test result would result in the withdrawal of the offer of employment.

DO NOT SIGN UNTIL YOU HAVE READ THE ABOVE APPLICANT STATEMENT!

I certify that I have read, fully understand and accept all terms of the foregoing Applicant Statement.

Signature of applicant _____ Date _____