

Guest Service: Complete Job Description

On board USCG – Inspected passenger vessel to conduct 2-2.5 hour tours to the Hubbard Glacier. Interact with passengers by answering questions and helping with specific requests. Operate galley and gift shop which includes snack service, retail presentations and the sale of local retail products. Maintain impeccably clean vessel at all times. Must be able to work as a team member and be comfortable interacting with guests.

Duties/Responsibilities

- Always present a professional, personable and friendly attitude
- Direct and assist passenger movement on and about the vessel.
- Participate in passenger safety orientation and maintain safe conditions underway.
- Help operate galley, bar and commissary, including preparation & distribution of snacks, sales, stocking, inventory order lists and related paperwork.
- Routine maintenance including, but not limited to: cleaning, sanitation, restocking consumables in cabin area and heads; making note of needed equipment repairs.
- Enhance the cruise experience for passengers, including answering questions and helping passengers with specific questions/requests.
- Other duties, as needed.

Qualifications/Experience

- Previous retail experience preferred, not required.
- Previous experience on passenger carrying vessels preferred, not required
- Must be able to make change, keep records and maintain a professional, friendly attitude toward customers.
- Public speaking experience very helpful. Must be able to effectively communicate with up to 140 passengers on a p.a. system.
- Must be able to work as a team with other employees to present coordinated narration and provide a quality experience for customers.
- Must be able to lift and move objects of up to 50 lbs, maybe required.

- Must be drug free (pre-employment screening and enrollment in random drug testing program is required).
- Must be able to work varied shift hours, including weekends and holidays. Days off will be scheduled but must be willing to be flexible in meeting tour demand.
- Must be clean, well groomed, courteous, honest, and most important, reliable.
- Uniform jackets and hats are provided.

Pay

DOE. Limited Benefits. This is a seasonal full-time position from late May to early September. Preference will be given to candidates who are available to work the entire season without interruption. An end of season bonus will be paid to employees who complete their contract in good standing.