

## True Alaska Host: Complete Job Description

On board USCG – Inspected passenger vessel to conduct 2-2.5 hour tours to the Hubbard Glacier. This position functions as a tour director, who works closely with the Captain to ensure success, safety and unsurpassed guest services on every tour. This position works to coordinate the activities below decks to orchestrate a cohesive and successful tour experience. Reports to vessel Captain.

### **Duties/Responsibilities**

- Liaison with Captain prior to each tour for pertinent information such as tides, weather, marine traffic, anticipated route etc. Assist Captain to maintain tour schedule.
- Provide Pre-Tour Briefing to Crew to relay information from Captain along with Cruise ship itinerary, description and guest demographics.
- Manage development of tour experience aboard the vessel. Use microphone to introduce each aspect from Safety speech to Retail presentation.
- Orient guests to area and tour route. Use Route Map to make sure they are informed of their location and points of interest (historical sites, local knowledge and company history).
- Present Naturalist to conduct the interpretive narrative, including marine biology, resident mammals, geology, glaciology etc. Provide support and relief so they can engage one-on-one with our guests at regular intervals.
- Supervise Guest Service crew; provide support and assistance as needed.in the galley particularly during retail sales, post presentation
- Communicate to the crew via the Captain to ensure timing of food and beverage service compliments the tour and the needs of our guests.
- Assist crew to keep cabin, decks and heads clear of trash and clean throughout tour.
- Monitor guest comfort with consideration for temperature of cabin and amplification of speakers. Make sure Guest Service crew interacts with children according to AMT protocols.
- Guide crew in AMT mission to connect with each guest as they move about the vessel offering service and suggesting photo opportunities
- Observe guest satisfaction and create plans to improve guest service.
- Administrative duties include assisting the Captain in overseeing comment cards, trip reports, gift shop cash and sales reports, inventory, and other vessel record keeping needs.

### **Qualifications/Experience**

- Friendly, professional attitude. Willing to work in a team with positivity, flexibility, and integrity.
- Creative thinker. Strong organizational skills. Capable of handling multiple projects simultaneously.
- Proficient with basic computer programs. Knowledge of the Microsoft Suite and Outlook is preferred.
- Excellent communication and presentation skills.
- Must have strong customer focus and a passion to consistently deliver and improve the brand's standing within the industry and marketplace.
- Able to interact with others in a professional manner, be accountable for actions, maintain confidentiality, and support company values.
- 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 pass pre-employment drug screening and comply with company random drug testing program.

### **Pay**

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