



ALLEN MARINE TOURS INC. (Ketchikan)

Job Profile – Vessel Shoreside Expeditor/Hospitality Associate

This position is full-time seasonal. Provide a high level of customer service to Allen Marine Tours/ Alaskan Dream Cruise passengers with an emphasis on making the guests' visit as carefree, enjoyable and safe as possible. Direct contact with passengers requires a courteous attitude and accommodating manner to insure guest expectations are met and reflect the company's exceptional level of professionalism and excellence.

Duties/Responsibilities

- ✓ Meet and greet guests to establish a rapport by welcoming them, relaying important information, orienting them to the local area and providing guest services that will be beneficial to their experience.
- ✓ Perform concierge duties to assist in passenger's pre/post cruise lodging, luggage and transportation, including: contacting airlines, vendors, hotels, taxi services, special needs, specific room requests, tour arrangements, birthdays, updates on special events.
- ✓ Maintain and update daily manifest and coordinate with corporate office regarding passenger's pre/post cruise itineraries and preferences, hospitality programs, and ship needs reports
- ✓ Assist to produce accurate and personal daily schedules or "adventure updates" and use resources such as brochures, staff, and other tools available to make educated suggestions for optional activities in all Alaskan Dream Cruises locations. Promote, sell and book optional tours to meet division annual sales goals
- ✓ Respond tactfully and immediately to any/ all guest concerns and criticisms to resolve problems effectively.
- ✓ Assist Ship's Crew in port to ensure cruise activities are supported as planned i.e. movies, brochures, books, retail products, newsletters.
- ✓ Assist Operations Manager with ship provisioning, housekeeping and crew assignments.
- ✓ Other duties as assigned within the Allen Marine Tour Program Managers.

Qualifications/Experience

- Must be self-motivated, creative, and able to multi-task in a hectic environment with competing priorities while adhering to broadly defined practices, procedures and processes.
- Must have good command of the English language with the ability to speak publicly in front of small to medium sized groups, exhibiting strong oral communication skills along with excellent writing skills.
- Must have a genuine interest in and ability to learn pertinent facts and information about the state of Alaska and share it with others in an enthusiastic and entertaining way.
- Must have solid teamwork and Interpersonal skills and the ability to get along well with others and take direction with ease.
- Must be flexible and remain calm even under most trying circumstances
- Must have the physical ability to frequently lift and carry objects of moderate to heavy weight, such as luggage and/or other equipment.
- Must be drug free (pass pre-employment and random tests as required by the USCG/ DOT/ FHWQ).



- Must maintain neat and well groomed appearance in keeping with Allen Marine Tours/Alaskan Dream Cruises standards.

Preferred Qualifications

- Experience in the travel/tour industry
- General knowledge of the local area.
- First Aid/CPR certification.
- Computer literacy in a variety of programs, including Word, Excel, Publisher and Power Point.
- High school diploma or equivalent
- Valid Driver's License

Pay

DOE. Preference will be given to applicants who can commit to working through the October 1, 2012 in good standing and without interruption. A bonus will be paid accordingly.

Working Conditions

Duties and responsibilities are generally performed in a Land Operation setting. Environmental conditions include inclement weather, a full range of outdoor work platforms, automobile transport, irregular work schedule with potential overtime hours. Physical demands generally include frequent kneeling, twisting and balancing, moderate to heavy lifting and carrying. Mobility demands include occasional sitting and frequent standing and walking. Sensory demands involve a hectic work environment with competing priorities, use of computer terminal, telephone operation and hand held radios. All land employees who take positions that require driving will be subject to the following categories of DOT/FHWA drug testing: pre-employment, reasonable suspicion, post-accident/incident, and random. Must be able to pass a pre-employment background and reference check.