



ALLEN MARINE TOURS INC. (Juneau) Job Profile – Passenger Service

On board 150 passenger USCG inspected vessel engaged in 3-5 hour tours of Juneau area and connecting waterways. Objective is to provide our guests the opportunity to view and photograph wildlife (with a particular focus on humpback whales), and/or learn about the area's natural and human history. Our tours are conducted primarily for cruise ship passengers with occasional charter trips locally and to other southeast Alaska destinations.

Duties/Responsibilities

- ✓ Present a professional and friendly attitude at all times on duty.
- ✓ Direct and assist passenger movement during boarding and disembarking 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, and other galley work under direction of the Captain.
- ✓ Routine maintenance including, but not limited to: cleaning, sanitation, restocking consumables in cabin area and heads; making note of needed equipment repairs.
- ✓ Help maintain visitor security while at dock. Provide assistance to other crew while underway to enhance cruise experience for passengers, including answering questions and helping passengers with specific problems/requests.
- ✓ Other duties, as needed, under supervision of Captain.

Qualifications/Experience

- Prefer experience on passenger carrying vessels.
- Must be able to make change, keep records and maintain a professional, friendly attitude toward customers.
- Previous retail experience preferred.
- 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 crew to present coordinated narration and provide a quality experience for customers.
- Must be able to lift and move objects of up to 50 lbs. As required.
- Must be drug free (pre-employment screening and enrollment in random drug testing program is Coast Guard 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 shirts & jacket provided.

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 the entire season without interruption. An end of season bonus will be paid to employees who complete their contract in good standing.