



ALLEN MARINE TOURS, INC. (KETCHIKAN) Job Profile: Administrative Coordinator

Under the supervision of the Sales & Service Manager, the Administrative Coordinator manages a multitude of projects while providing administrative support to two company managers in a fast-paced Alaska tour operation.

Duties & Responsibilities

- ✓ Coordinate independent visitor tour sales including:
 - ~ Answer office toll-free information line & respond to inquiries.
 - ~ Process advance ticket sales and create periodic sales reports for submission to A/R.
 - ~ Distribute passenger manifest lists for boat crews.
 - ~ Coordinate ticket sales for local vendor contacts.
- ✓ Tracks A/P receipts, creating periodic reports for main office in Sitka.
- ✓ Assist with documentation of new employees and creating pre-season employment training programs and support materials.
- ✓ Maintain confidential and sensitive files.
- ✓ Promptly answer all incoming calls with proper telephone etiquette; must sound professional, credible, pleasant and sincere.
- ✓ Ensure office equipment is in working order; trouble shoot equipment problems & schedule service calls for equipment, as needed. Maintain office supplies for division and process daily mail needs.
- ✓ Maintain organized general office files and office work area. Assist all staff to maintain a clean, organized office.
- ✓ Assist with special events and staff events.
- ✓ Provide clerical support to managers as needed. Assist with dockside tour dispatch as needed.
- ✓ Maintain a positive work environment for employees.
- ✓ Project professional and polished image. All crew members are required to purchase and wear uniform clothing pieces.

Qualifications & Experience

- Previous office or customer service experience a must; and previous experience in the visitor industry and/or a related industry preferred.
- Must have excellent Microsoft Word, Excel, & Outlook skills.
- Bookkeeping experience preferred.
- Job requires a strong multi-tasker with highly developed communication & organizational skills. Must have the ability to work independently, and in a team-oriented environment.
- Must be able to handle extremely confidential & sensitive information.
- Must be available to work entire season without interruption and be available to attend the 40 hour pre-season training program.
- Must be able to be present at the assigned work area for the duration of your shift.
- Must have a valid driver's license with an acceptable driving record.
- Must be drug free (Coast Guard pre-employment and random drug testing is required).

Pay

Dependent on experience and skill level. Limited benefits. Preference will be given to candidates who commit to working 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.