



ALLEN MARINE TOURS INC. (Sitka) Job Profile – Tour Representative

Under the supervision of the Sales & Service manager this position works with cruise line shore excursion staff, motor coach dispatchers, driver/guides, vessel crew and other dock personnel to ensure our tours depart and arrive safely, on time and with the highest customer service standards.

Duties/Responsibilities

- ✓ Present a professional and friendly attitude at all times while answering a variety of questions regarding Allen Marine Tours, Sitka, and SE Alaska.
- ✓ Direct and assist passenger movement during boarding and disembarking of tour vessels.
- ✓ Collect tickets/vouchers and conduct end-of-day settlements.
- ✓ Help dispatch and coordinate tour vessels, motorcoaches, and company vehicles in a professional and courteous manner.
- ✓ Act as company liaison to shore excursion staff, assisting with sales and logistics, including special needs guests.
- ✓ Help maintain dock security and visitor safety, and monitor communication systems.
- ✓ Assist with distribution of promotional tour materials.
- ✓ Data entry for various reports and ongoing surveys.
- ✓ Other duties as directed by Sales & Service Manager including but not limited to routine site/vessel maintenance, supply restocking and relief passenger service.

Qualifications/Experience

- Prefer experience in tourism/visitor industry.
- Must be able to make change, keep records, and maintain a professional, friendly, courteous attitude toward customers.
- Public speaking experience is helpful. Must be able to effectively communicate to large groups of people in a professional manner and work well in stressful situations.
- Must be able to follow direction and complete assignments with minimal supervision.
- Must be able to stand for long periods of time and walk up to 3 miles per day.
- Must be able to lift and move objects of up to 50 lbs. as required.
- Must be drug free (pre-employment and random drug testing is Coast Guard required).
- Must be able to work varied shift hours, including weekends and holidays.
- Must be clean, well groomed, courteous, honest, professional, and most important, reliable.
- Must be able to work as a team with other employees.
- Computer and cell phone proficiency helpful.
- All crew members required to purchase and wear uniform. Jackets provided.

Pay

DOE. Limited Benefits. This is a seasonal full time position from May 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.