

**ALLEN MARINE TOURS, INC. (JUNEAU)**  
**Job Profile: Administrative Assistant**

This position is full-time seasonal. Under the supervision of the Division Manager and at the direction of the Administrative Coordinator, the assistant provides administrative support to sales and operations managers in a fast-paced Alaska tour operation.

**Qualifications & Experience**

- ✓ Previous office or customer service experience a must; and previous experience in the visitor industry and/or a related industry preferred.
- ✓ Must be able to demonstrate accurate and efficient computer skills in Microsoft Word, Excel, Outlook and Quickbooks.
- ✓ Bookkeeping and money counting experience is a plus.
- ✓ Job requires a strong multi-tasker with highly developed communication & organizational skills.
- ✓ Must be able to maintain a positive attitude in a high stress & fast paced work environment.
- ✓ Must have the ability to work independently & in a team-oriented environment.
- ✓ Must be able to handle extremely confidential & sensitive information.
- ✓ Must be able to be present at the assigned work area for the duration of your shift.
- ✓ Must be available to work entire season without interruption and be available to attend the 40 hour pre-season training program.
- ✓ Must have a valid driver's license with an acceptable driving record.
- ✓ Must be willing to drive a 10-12 passenger shuttle van to run errands and periodically drive guests from downtown Juneau to our dock in Auke Bay.
- ✓ Must be drug free (Coast Guard pre-employment and random drug testing is required).

**Duties & Responsibilities**

- Coordinate independent visitor tour sales including:
  - ~ Answer office toll-free information line & respond to email inquiries.
  - ~ Process advance ticket sales and create periodic sales reports for submission to Sitka office.
  - ~ Distribute passenger manifest lists for boat crews.
  - ~ Coordinate ticket sales for local vendor contacts.
- 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.
- Answer emails professionally with accurate grammar.
- Ensure office equipment is in working order. Trouble shoot equipment problems and 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.
- Maintain a positive work environment for employees.
- Project professional and polished image. All crew members are required to purchase and wear uniform clothing pieces.

**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.