



## **ALLEN MARINE TOURS INC. (Ketchikan) Job Profile - Tour Representative**

Under the supervision of the Sales & Service Manager this position works with cruise line shore excursion staff, motor coach dispatchers and driver/guides, vessel crew and other dock personnel to ensure our tours depart and arrive in a timely fashion, and according to the quality and customer service standards set by Allen Marine and the cruise lines.

### **Duties/Responsibilities**

- ✓ Must present a professional and friendly attitude at all times on duty, and be able to answer an infinite variety of questions about Allen Marine Tours, Ketchikan and Southeast Alaska.
- ✓ Company liaison to shore excursion staff, assisting with sales and logistics. This includes working with bus companies and ship staffs to insure passengers' special needs are met.
- ✓ Direct and assist passenger movement between cruise ship and tour embarkation.
- ✓ Collect tickets/vouchers as passengers board vessels and motor coaches.
- ✓ Effectively communicate with other Allen Marine employees via company radios.
- ✓ Conduct settlement transactions with cruise line representatives.
- ✓ Assist with distribution of promotional tour materials.
- ✓ Maintain periodic reports of passenger counts and daily sales.
- ✓ Other duties as needed, or assigned by Sales & Service Manager.

### **Qualifications/Experience**

- Prefer experience in the tourism/visitor industry or customer service.
- Must present a professional & friendly attitude at all times (no matter how cold, wet & tired you get)
- Must be able to stand for long periods of time and walk up to 3 miles per day.
- Must be clean, well groomed, courteous, honest, and most important, reliable.
- Must feel comfortable approaching and speaking to people you don't know.
- Must be able to complete tasks with minimal supervision & have excellent math skills. Must be able to work as a team with other employees.
- Must be able to work varied shift hours, including weekends and holidays.
- Must be drug free (drug test required - company policy).
- Project professional and polished image. All crew members are required to purchase and wear uniform clothing pieces.

### **Pay**

DOE. This position is seasonal full time. Preference is given to candidates who are available to work the entire season without interruption. A bonus will be paid to employees who complete their contract in good standing.