



Job Description

Title: Lead Tour Coordinator
Department: Dock
Reports to: Operations Manager

Job summary

Tour Coordinator is responsible for planning, organizing, managing and coordination of daily tours and collection of services provided to cruise lines and other customers. This position serves as the liaison between the company and cruise lines as well as the transportation companies. Applicants must have tourism industry background with experience in financial transactions and customer service. Benefits include a competitive pay rate and seasonal bonus (must commit to work for the whole season to qualify).

Summary of essential job functions

- Coordinates and manages daily tour departures and related activities
- Work closely with transportation to coordinate ship counts and tour allocations
- Prepares daily schedules for assistant tour coordinators and ensure timely departure of tours
- Keeps detailed, accurate and precise records of ship financial and other pertinent information
- Ensure accurate and timely invoicing and settling of all tour products for each ship
- Maintain and cultivate a friendly & professional working relationship with all cruise line personnel and strengthen relationship with company
- Monitor quality control of all services and products and make suggestions for improvement
- Provides and maintains tour brochures and flyers for onboard sales
- Must meet all other requirements set for Assistant Tour Coordinators

Minimum requirements

- College Degree or equivalent
- Previous experience in Tourism Industry is preferred, but other work experience may qualify
- Strong customer service experience and computer skills (MS Excel and Word) is essential
- Able to prepare and complete financial forms and ensure accurate settlements
- Must be a problem solver and able to provide solutions for complicated situations
- Must have a strong knowledge of safety procedures and emergency response
- Able to train new employees and provide ongoing supervision and coaching
- Speaks fluent English and use cordial manners, able to speak in front of large number of people
- Maintains a professional appearance at all times and follow company policies
- Ability to work long hours and irregular shifts in a multi task environment

Abilities required

- This position may require sitting/standing and walking for long period of times

Disclaimer

This job description in no way states or implies that these are the only duties to be performed by this employee. He or she will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.