

Alaska Rainforest Sanctuary
Alaska Canopy Adventures
4085 Tongass Ave.
Ketchikan, AK 99901
www.alaskarainforest.com
www.alaskacanopy.com



Job Description

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

Job summary

Tour Coordinator is responsible for meeting and instructing arriving/departing guests to their tour. Qualified employee must possess the knowledge of the entire tour and able to explain all the facts to guest. Applicants must have strong customer service orientation and understanding of financial transactions. Represent company to cruise lines, groups and individual customers.

Summary of essential job functions

- Provides sales support for company products; help with dispatching transportation, brochure distribution, collection of payments, maintaining sales records, and soliciting feedback on tour quality
- Establishes a warm, welcoming, and friendly relationship with guests
- Performs the initial screening procedure to determine participants eligibility
- Assist loading of guests on & off of watercraft, up & down the docks and ramps, and ensure their safety at all times
- Work closely with dispatch and boat captain to coordinate ship counts and tour allocations
- Remains in constant radio and/or cell phone contact with dispatch and boat captain
- Clearly communicate the problems that may arise due to natural and logistic challenges to cruise line personnel and guests
- Work closely with cruise line and transportation company personnel to ensure a cooperative and positive working environment

Minimum requirements

- High School Degree or equivalent
- Previous experience in Tourism Industry is preferred
- Must have a strong orientation to customer service
- Must be a problem solver and able to provide solutions for complicated situations
- Must be familiar with safety procedures and emergency respond
- Basic computer skills (MS Excel and Word) is required
- Speaks fluent English and use cordial manners
- Able to speak in front of large number of people
- Ability to communicate and work as an effective team member
- Maintains a professional appearance at all times and follows the company policies
- Ability to work long hours and irregular shifts in a multi task environment

Abilities required

- This position may require 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.

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