

SITKA TRIBE OF ALASKA
Job Description

JOB TITLE: Step-On Tour Guide/Driver

Exempt:	No	Salary:	Seasonal \$15.00-\$19.00/hr.
Benefits:	No	Department:	Sitka Tribal Enterprises
Status:	Exempt	Date:	January 2020
Supervisor:	Tourism Manager	Hours:	Varies

I. SUMMARY

This position supports operations of the Tribal Tours program and provides services to visitors during Sitka's visitor season with a focus on quality, customer service, professionalism, and perpetuation of the Tlingit Culture and Cultural Values of the Native Community of Sitka. Work hours vary due to fluctuating cruise ship schedules. Employees must be able to work weekends, evenings, and assigned holidays.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

A. Conduct Narrated Tours

- Guides will follow the scripts and tour structure set forth by Tribal Tours
- Provide aid to passengers and/or clientele who may need extra assistance
- Responsible for the safety of their passengers and or/clientele while conducting tours
- Report any accidents or incidents to supervisor immediately, complete necessary reporting paperwork
- Maintain passenger/tour counts for each tour conducted

B. Participate in visitor dock operations

- Assist in directing tours to departure areas as needed
- Solicit passenger sales for Shuttle and Independent Tours
- Responsible for accurate accounting of tickets and cash banks
- Promote the Naa Kahidi Dance Performances by word of mouth and flyer distribution
- Answer visitor questions and direct to various locations

C. Ensure Cleanliness of Tribal Tours Vehicles

- Guides are responsible for assuring that the bus interior is clean prior to departure
- All Guides may be assigned to clean bus exteriors on a rotating schedule if needed

D. Meeting, Responsibilities, and Professional Conduct

- Attend required training and staff meetings set by Sitka Tribal Enterprises
- Record daily work hours by accurately signing in and out
- Pick up weekly tour assignments
- Submit completed and signed time sheets on scheduled days
- Responsible for safekeeping and return of assigned keys and uniforms
- Wear required uniform and maintain professional appearance
- Other Duties as assigned by the Tourism Manager

III. MINIMUM QUALIFICATIONS

A. Education and Work Experience/License and Certifications

- High School diploma or GED (Preferred)
- Commercial Driver License with Passenger Endorsement or ability to obtain (Preferred not necessary)
- Current certification in CPR and First Aid or ability to obtain certification in CPR and First Aid prior to first day of work (training, if needed will be provided)

B. Knowledge, Skills and Abilities

- Good Communication and public relation skills necessary
- Must communicate clearly, both verbally and non-verbally, to passengers, clientele, and co-workers in a professional manner
- Ability to maintain composure and professionalism in high pressure situations
- Previous cash handling experience required
- In previous employment, demonstrated ability to be a reliable worker (show up on time and consistent with the required work schedule)
- Understanding of Sitka and local culture and history

C. Criminal Background Check

This position requires full compliance with the STA Criminal Background Check ordinance. All candidates for this position must consent to a criminal history record check, submit fingerprints and submit a separate application for suitability. No individual may fill this position:

- Who has been convicted of any crime involving a sexual offense;
- Who has been found guilty of or pled guilty or no contest to, two misdemeanors or one felony crime involving any crimes of violence, crimes against persons, or offenses committed against children;
- Whose past conduct creates an immediate or long-term risk for any child or raises questions about an individual's trustworthiness;
- Who is currently subject to a restraining order issued after a hearing which restrains the individual from harassing, stalking, or threatening an intimate partner or child;
- Who has ever been convicted or plead no contest to two misdemeanors or one felony crime involving theft or dishonesty.

The individual who holds this position is required to report any violation of a criminal statute within one working day of the charge or conviction to the individual's immediate supervisor.

D. Drug and Alcohol-Free Workplace

This position is required to comply with Sitka Tribe of Alaska's Drug and Alcohol-Free Workplace Ordinance. This position therefore is subject to drug and/or alcohol testing if the immediate supervisor has reasonable suspicion that the employee has reported to work under the influence of a prohibited drug used unlawfully or under the influence of alcohol.

IV. TRIBAL PREFERENCE

Native preference in hiring applies as outlined in the STA Hiring Policy and Procedure and the STA Employee Handbook.