

SITKA TRIBE OF ALASKA
Job Description

JOB TITLE: **Tourism Representative**

Exempt:	No	Salary:	Seasonal \$10.00-\$15.00/hr
Benefits:	No	Department:	Sitka Tribal Enterprises
Status:	Exempt	Date:	January 2019
Supervisor:	Tourism Manager		

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. This is a seasonal position; employees must be able to work weekends, evenings and assigned holidays.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

A. Essential Duties and Responsibilities:

- Visitors' Dock Operations
 - Meet cruise ships and greet visitors according to weekly schedule
 - Solicit Passenger sales for on/off shuttle
 - Responsible for accurate accounting of tickets and cash banks
 - Promote the Naa Kahidi Dance Performances by word of mouth and flier distribution
 - Provide accurate information in a professional manner
 - Answer visitor's questions and help direct them to various locations
 - Provide aide to passengers who may need extra assistance.

- Tour Narrator
 - Follow the script and tour structure set forth by Tribal Tours
 - Provide aid to passengers and/or clientele who may need extra assistance
 - Report any accidents or passenger incidents to supervisor immediately, complete necessary reporting paperwork.

B. Meetings, Responsibilities, and Professional Conduct

- **Attend all required training provided by STE**
- Wear required uniform and maintain professional appearance
- Abide by STA Employee Handbook and Policies
- Participate in STA all-staff events if it does not interfere with operations
- Other duties as assigned

III. MINIMUM QUALIFICATIONS

A. Knowledge, Skills, and Abilities

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

B. 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.


C. 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.

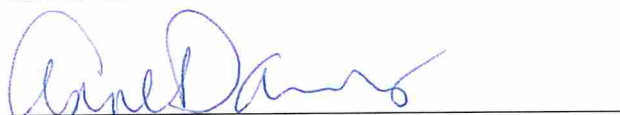
IV. TRIBAL PREFERENCE

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

Approved:


Lisa Gassman, General Manager

Received:


Anne Davis, Deputy General Manager