

Haines Cruise Operations Manager

Expected number of hours: 40-50 hrs/week

Year-Round Role: start date flexible, early November-early January

Salary Role: \$3600 - \$4000 monthly DOE

Schedule may vary

Winter role vs. Summer role varies considerably in terms of time, projects, and general business of the Haines office.

Ideal Candidate will have:

- Previous experience in cruise industry and/or tourism
- Excellent organizational and management skills
- Strong Computer and database skills
- Excellent customer service and associated experience

Reporting:

- Reports to Haines Cruise Program Manager
- Work closely with Expeditions Managers for client care and long trip sales
- File Weekly report to Haines Cruise Program Manager

Management

- Manage Haines Cruise Dispatch Team with support from Haines Cruise Program Manager
- Manage Haines Cruise Program Guides, Drivers and field staff
- Help manage vehicle fleet, maintenance, records, and general tour preparedness
- Create agenda for and lead cruise program team meetings
- Support development, quality, efficiency and overall cruise programming in Haines.
- Coordinate with Administrative Coordinator to balance expeditions admin support with Cruise programming support
- Delegation of Cruise program office tasks to Dispatch team

Administrative Cruise Program support & leadership

- Support dispatch functions including but not limited to: schedule, radio management, database interface, daily preliminary reports, accurately recording final numbers
- Continue to develop Database knowledge & support Database training for new office staff
- Support Haines Cruise programs & product development
- Manage Dock presence & support Cruise Line relationships for boats in Haines and/or Skagway
- Support other familiarization trips with cruise ships and onboard sales team as needed
- Help lead communications with all cruise ship partners for Haines-based ships
- Help lead communication efforts with local partners
- Help Manage Guide Cruise paperwork (pre-trip and post trip)
- Coordinate & manage Catering department
- Coordinate with Haines-Skagway Fast Ferry as needed
- Help out with other aspects of the cruise program as needed
- Off Season allocation creation and management
- Coordinate and implement Emergency Response procedures in office and directing field staff.

Expedition Program Sales/Client Care Functions – these responsibilities will come secondary to cruise programming, with additional support in the shoulder/winter seasons.

- Support sales efforts - Answer phone calls and emails from guests looking to book trips.
Facilitate booking/sales
- Support Sales, Administrative, and Operations departments with daily responsibilities
- Coordinate with appropriate manager for specific functions
- Support Client Care efforts such as pre-trip emails, post-trip follow ups, and paperwork collection
- Assist with phone reception

Operational Functions

- Support Season start up and season shut down – vehicles, employees, site locations, equipment, etc.
- There may be occasion need for driving (both office support and LT guest support).
 - CDL or willingness to acquire CDL
- Support other projects/tasks on an as needed basis