**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