

Tour Guide Deckhand

At Vista Fleet we foster the spirit of adventure.

Our core values include:

- Commitment-Understand the Value of Reputation
- Passion for Hospitality, Outside Recreation, Adventure and Innovation.
- Effective Communication
- Empathetic Leadership
- Values Community and the Environment

Please note that this is a seasonal position; May-October. Full or Part Time.

Must be able to work a flexible work-week including evenings, weekends, and holiday

Job Summary

- Tour Guide Deckhands respond to and service the needs of Vista Fleet passengers to give the best possible experience on board the Vista Fleet.
- Tour Guides are expected to perform an engaging and educational tour of the Vista Fleet Sightseeing Cruises, as well as Dining and Event Cruises. A script/booklet will be provided and must be memorized. Tours run daily with an average of 3-5 per day.
- Tour Guides must be comfortable entertaining, conversing and interacting with passengers to enhance their experience.
- As a deckhand on board the Vista Fleet, a Tour Guide will also be required to maintain the safety and security of the passengers and fellow employees per Coast Guard regulation, and assist the Captain by handling the lines when leaving and returning to the dock.

Responsibilities:

- Learn safety protocols and maintain the safety and security of the passengers and fellow employees. Employee must have thorough knowledge and understanding of all safety and security procedures including, but not limited to, proper handling of the lines when leaving and returning to the dock, man overboard, emergency preparedness, and fire containment.
- Must be capable of handling the ship's lines when leaving and returning to the dock.
- Must be capable to assist in an emergency situation.
- Perform operational duties of the concessions and bar including, but not limited to, stocking and displaying of food and merchandise, safely preparing food for sale, upholding food safety standards, bartending and processing sales.
- Knowledge of cash registers and cash handling technology. Have good cash handling skills and ability to operate registers.
- Responsible for keeping the vessels and their amenities clean, stocked and in ship-shape conditions.

- Knowledge of services and options each Vista Fleet cruise offers to its passengers including, but not limited to, menu options, pricing and Zenith Adventure offerings.
- Mastering of the Vista Fleet Narration based upon the Narration Guide provided.
- Ability and knowledge to ad lib additional information about the Twin Ports and harbor activity.
- Ability to memorize key details and perform the narration at appropriate pace, volume and manner while mingling with the audience.
- Must be able to communicate professionally with passengers.
- To be outgoing and converse with passengers to enhance their experience.
- Pass pre-employment drug test per Coast Guard requirements and submit to random drug testing per Coast Guard regulation.
- Must be sure-footed and able to stand/walk on feet for 8+ hours.
- Must be able to speak when appropriate at loud volume in a clear, understandable voice; hear at a basic level; and communicate in English.
- Must have eyesight enabling vision both near and far.
- Must be able to bend and move in close quarters, stretch arms overhead, climb stairs, and lift and/or carry repeatedly large items up to 30 pounds.
- Willingness to work a flexible schedule; weekdays, weeknights, weekends and holidays.

Job Types: Full-time, Part-time

Wage starting at \$15/hour + incentives