

## **Vista Fleet Crew Member/Deckhand**

**Location:** Vista Fleet – Duluth, MN

**Seasonal Position:** May – October (Full-Time & Part-Time)

**Starting Wage:** \$15/hour + incentives, cruise gratuities, and season bonus opportunities

At Vista Fleet, we foster the spirit of adventure. As a Crew Member, you will play a key role in delivering exceptional guest experiences aboard our sightseeing, dining, and private event cruises. Crew Members support all aspects of onboard operations — from hospitality and concessions, to event setup and vessel operations — while maintaining the highest standards of safety and service.

If you enjoy working with people, thrive in a fast-paced environment, and love the energy of being on the water, we would love to welcome you aboard this season!

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### **Our Core Values**

**Commitment** – Understanding the value of reputation.

**Passion** – For hospitality, outdoor recreation, adventure, and innovation.

**Effective Communication** – Clear, professional interactions with passengers, fellow crew and management.

**Empathetic Leadership** – Supportive teamwork and respect for others.

**Community & Environmental Stewardship** – Caring for the places we explore and the people we serve.

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### **Position Overview**

Crew Members are responsible for creating a welcoming and memorable experience for every guest aboard Vista Fleet vessels. This role includes assisting with guest services, concessions and bar service, dining and event setup, vessel cleanliness, and supporting safe vessel operations under the direction of the Captain.

Crew Members will work across a variety of cruise types including sightseeing tours, dining cruises, special events, and private charters.

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### **Key Responsibilities**

#### **Guest Experience**

- Deliver friendly, attentive service that creates a welcoming and memorable cruise experience.

- Greet guests during boarding, answer questions, and engage with passengers throughout the cruise.
- Share basic narration points and information about Duluth and Lake Superior when appropriate.

### **Food, Beverage & Sales**

- Assist with concessions, food service, and bartending.
- Process transactions using the point-of-sale system and handle cash accurately.
- Maintain clean, organized, and well-stocked service areas while following food safety standards.

### **Cruise & Event Support**

- Assist with setup and breakdown for sightseeing cruises, dining cruises, special events, and private charters.
- Move and arrange tables, chairs, décor, and service equipment as needed.
- Work collaboratively with catering partners and fellow crew members to ensure smooth operations.

### **Vessel Operations & Safety**

- Maintain vessel cleanliness and readiness before, during, and after cruises.
- Assist the Captain and Lead Crew Members with docking procedures and line handling.
- Follow all U.S. Coast Guard safety regulations, participate in safety drills, and help ensure passenger safety at all times.

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### **What We're Looking For**

- Energetic, professional, and guest-focused attitude.
- Strong communication and teamwork skills.
- Hospitality, bartending, food service, or tourism experience preferred but not required.
- Ability to work in a fast-paced environment and adapt to changing conditions.
- Comfortable working on the water and assisting with basic vessel operations.

#### **Additional Requirements:**

- Ability to stand and walk for extended periods (8+ hours).
- Ability to lift up to 30 lbs.
- Ability to navigate stairs and tight spaces on a moving vessel.
- Must pass a pre-employment drug test.
- Must participate in random drug testing per U.S. Coast Guard regulations.
- Must be available evenings, weekends, and holidays during the operating season.

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### **Why Join Vista Fleet?**

- Work on Lake Superior in a fun, dynamic outdoor environment.
- Be part of memorable cruises, events, and celebrations.
- Gain hands-on experience in hospitality, tourism, and marine operations.
- Join a team that values community, leadership, and adventure.

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### **How to Apply**

Interested candidates should send a letter of interest and resume to:

Colleen Smith  
General Manager, Vista Fleet  
csmith@vistafleet.com

Ready to set sail on this adventure? Apply today!