

Vista Fleet Tour Guide 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 love storytelling, engaging with people, and working on the water, this is the perfect opportunity for you. As a Tour Guide Deckhand, you'll entertain passengers with engaging tours while ensuring their safety and enjoyment on board.

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.

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.

Key Responsibilities

Guest Experience

- Lead Engaging Tours – Perform educational and entertaining narrations on sightseeing, dining, and event cruises.
- Memorize & Deliver Content – Learn and master Vista Fleet’s narration script, with the ability to ad-lib fun and informative details about the Twin Ports and harbor.
- Enhance the Passenger Experience – Actively mingle and interact with guests, making each cruise a memorable adventure. Deliver friendly, attentive service that creates a welcoming and memorable cruise experience.

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.

What We're Looking For

- Energetic and outgoing personality with strong public speaking skills.
- Ability to memorize key details and deliver information in an engaging way.
- 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.
 - Hone your public speaking skills and become a great storyteller.
 - 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!