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		Print Date: September 11, 2026

Position Title:	Dock Representative
Department & Location:	Allen Marine Tours – JNO, KTN & SIT
Supervisor:	Sales & Service Manager
Status:	Seasonal
Effective Date:	August 2026

Summary for Dock Representative

The position works with cruise line shore excursion staff, motor coach dispatchers and driver/guides, vessel crew, and other dock personnel to ensure our tours depart and arrive in a timely fashion, and according to the quality and customer service standards set by Allen Marine and the cruise lines. ***This is a shore-based position.***

Essential Duties & Responsibilities for Dock Representative

- Must present a professional and friendly attitude and be able to answer a variety of questions about Allen Marine Tours and Southeast Alaska.
- Company liaison to shore excursion staff, assisting with sales and logistics. This includes working with bus companies and ship staff to ensure passengers' special needs are met.
- Direct and assist passenger movement between cruise ship and tour embarkation.
- Collect tickets/vouchers as passengers board vessels and motor coaches.
- Effectively communicate with other Allen Marine employees via company radios.
- Conduct settlement transactions with cruise line representatives.
- Assist with the distribution of promotional tour materials.
- Maintain periodic reports of passenger counts and daily sales.
- Special projects may be assigned as required by the business.

Minimum Qualifications (Knowledge, Skills and Abilities) for Dock Representative

- Must present a professional and friendly attitude at all times.
- Must be clean, well-groomed, courteous, honest, punctual, and most important, reliable.
- Must feel comfortable approaching and speaking to people you don't know.
- Must feel comfortable directing and speaking to large crowds.
- Ability to prioritize and handle various time-sensitive tasks while maintaining great attention to detail.
- Ability to solve unique spontaneous problems regularly and make decisions quickly and confidently both as an individual and as a team.
- Ability to generate a multitude of cooperative relationships with co-workers as well as representatives of other companies involved with AMT.
- Must be drug-free (pre-employment 4-panel drug screening and testing for cause mandatory).
- Project professional and polished image.
- Must pass a security background check.
- Valid, unexpired First Aid/CPR Certification.

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Preferred Qualifications for Dock Representative

- Direct sales experience.
- Proven sales track record.
- Prior experience working in tourism/travel industry.
- Valid US driver's license and a clean driving record.
- Customer relationship management experience.

Traits and Characteristics for Dock Representative

To deliver world-class experiences guided by the following Alaska Native cultural values safely and sustainably.

Embrace Traditional Alaska Native Cultural Values that include Humility and pride, Respect for all people, including oneself, Respect for nature, Humor, Patience, Strength, and Holding each other up.

Follow & Deliver Core Values Dock Representative

- **Safety First:** We prioritize our guests and team members' safety and well-being, ensuring secure and enjoyable experiences.
- **World-Class Employment:** We strive to be a world-class place of employment, valuing hard work, mentorship, a sense of ownership, and opportunities for career growth.
- **World Class Guest Services:** We are committed to exceeding guest expectations, delivering world-class experiences that showcase our hospitality and the beauty of Alaska.
- **Collaborative Professionalism:** Embracing collaboration within our organization with a professional spirit, understanding that amidst laughter and play, our dedication to excellence and integrity remains unwavering.
- **Community Collaboration:** Actively choosing to partner with neighbors and the community across Alaska, making a conscious effort to support local businesses and create social and economic opportunities through meaningful cooperation beyond our organization.
- **Sustainability at Our Core:** We are dedicated to sustainable operations for future generations.
- **Curiosity & Innovation:** We encourage a culture of curiosity and innovation, striving to be early adopters in technology and staying ahead in our commitment to continuous improvement.
- **Integrity-Driven Decisions:** Integrity guides every decision we make, ensuring transparency, honesty, and ethical conduct in all aspects of our operations.
- **Cultural Respect & Sharing:** We deeply celebrate and honor our Alaska Native heritage, fostering intergenerational connections, embracing family values, and contributing to the cultural richness of our communities.

Environmental Conditions for Dock Representative

The environmental conditions are those that an employee may be subject to successfully perform the essential functions of this job.

- Must be comfortable working indoors and outdoors in all types of weather.
- Frequently moving between work locations on foot around large crowds and traffic.

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Physical Demands for Dock Representative

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

- Occasionally required to lift and/or move up to 50 pounds.
- Ability to walk on uneven deck surfaces crossing from vessel to vessel.
- Must be able to stand for long periods and walk up to 3 miles per day.
- Ability to stand, walk, crouch, bend, twist and squat.

Work Environment for Dock Representative

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

- This is a fast-paced and dynamic work environment with a diverse workforce.
- Ability to work a flexible schedule to include weekends and holidays during the tour season.
- Must adhere to AM Owner Group, & Affiliated Companies, and the United States Coast Guard Consortium Drug & Alcohol Policies & Procedures.

Supervisory Responsibilities for Dock Representative

☒ No

Acknowledgment

I have reviewed the above job description, including the physical requirements and the environmental conditions. I acknowledge that I can perform these job duties with or without reasonable accommodation. I understand that if I need accommodation to perform the essential functions of my job I must contact my supervisor or Human Resources as soon as possible to begin an interactive process.

Received and Accepted By:

Signature: _____ Date: _____

Printed Name: _____