

	ALLEN MARINE TOURS Job Description	Pg. 1 of 2
		Print Date: September 11, 2026

Position Title:	Lead Guest Services
Department & Location:	AMT – JNO, KTN & SIT
Supervisor:	Captain
Status:	Seasonal
Effective Date:	July, 2026

Summary for Guest Services

Interact with passengers by answering questions and helping with specific requests. Operate a galley and gift shop which includes food preparation, beverage service, snack service, retail presentations, and the sale of local retail products. Provide pre-season and ongoing position-specific training to other Guest Serves. ***This is a vessel-based position.***

Essential Duties & Responsibilities for Guest Services

- Present a professional and friendly attitude while on duty.
- Direct and assist passenger movement on and about the vessel.
- Participate in a passenger safety orientation and maintain safe conditions underway.
- Help operate a galley, bar, and commissary, including preparation & distribution of snacks, sales, stocking, inventory order lists, and related paperwork.
- Operate a Point of Sale (POS) system.
- Balance and submit daily till at end of shift.
- Routine maintenance includes but is not limited to cleaning, sanitation, restocking consumables in the cabin area and heads; making note of needed equipment repairs.
- Enhance the cruise experience for passengers, including answering questions and helping passengers with specific problems/requests.
- Communicate with up to 150 passengers on a P.A. system.
- Work as a team with other employees to present coordinated narration and provide a quality experience for customers.
- Maintain impeccably clean vessel.
- Provide pre-season position-specific training for Guest Service employees in port of hire at the direction of Port Operations Team.
- Provide ongoing training, support and auditing of Guest Service employees during season at the direction of Port Operations Team.
- Occasional ride-alongs at the direction of Port Operations Team.
- Communicate major changes with Guest Service program to staff during season at the direction of Port Operations Team.
- Special projects may be assigned as required by the business.

Minimum Qualifications (Knowledge, Skills, and Abilities) for Guest Services

- Must be able to operate a cash register efficiently as well as keep money records and maintain a professional, friendly attitude toward customers.

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- Must be 18+.
- Requires 2+ seasons' experience working for Allen Marine as a Guest Service employee.
- Must be able to work as a team with other employees to present coordinated narration and provide a quality experience for customers.
- Customer service experience.
- Must pass a security background check and DOT drug test.

Required Certifications for Guest Services

Certifications must be obtained prior to first day of employment.

- Valid, unexpired US-Coast Guard approved CPR/First Aid certification.
- Alaska Food Handler card.
- TAPS certification to serve alcohol.

Preferred Qualifications for Guest Services

- Previous retail experience preferred.
- Previous experience on passenger-carrying vessels.

Traits and Characteristics for Guest Services

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 (Guest Services)

- **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.

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- **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 Guest Services

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

- Include moderate to loud noise levels, all weather conditions, frequent use of required protective clothing including raingear, ear protection and life preserver
- Temperature consistent with ambient outdoor temperature and/or hot engine room temperature.

Physical Demands for Guest Services

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.

- Ability to stand for long periods on steel decks with constant vibration and moderate levels of noise.
- Required to enter voids/engine rooms as needed
- Required to lift and/or move up to 50 pounds.
- Ability to walk on uneven deck surfaces crossing from vessel to vessel.
- Ability to stand, walk, twist, bend, kneel and crouch for extended periods.

Work Environment for Guest Services

The work environment characteristics described here are representative of those encountered by an employee 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 (Guest Services)

Yes

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:

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Signature: _____ Date: _____

Printed Name: _____