

SPORT STAFF JOB DESCRIPTION

POSITION SUMMARY

Leads and participates in a variety of Sports Deck and Cruise Director activities and duties such as climbing wall, Flowrider (FR Class), in-line skating, golf simulator, volleyball, basketball, golf course, ping pong, shuffle board, theme nights, spot lights, gangway etc. by performing the following essential duties and responsibilities.

ESSENTIAL DUTIES AND RESPONSABILITIES

Cruise Ships companies expects each shipboard team member to relentlessly exemplify the principles of the Anchored in Excellence Credo to all team members. In addition, all duties and responsibilities are to be performed in accordance with Gold Anchor Standards, SQM standards, USPH guidelines, environmental, and safety policies.

Each shipboard employee may be required to perform all functions in various service venues and throughout the ship.

1. In accordance with philosophy of Anchored in Excellence , each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.
2. Promotes and serves as Master of Ceremonies in Sports Deck activities, and Vitality programs. Issues equipment to guests for: climbing wall, in-line skating, golf simulator, Flowrider (FR class), volleyball, basketball, golf course, ping pong, shuffle board, etc.
3. Explains and demonstrates use of apparatus and equipment for: climbing wall, in-line skating, golf simulator, Flowrider and any other related activities.
4. Leads Vitality classes and events. Organizes and conducts tournaments. May serve or participate as master of ceremonies. Explains and demonstrates principles, techniques, and methods of regulating movement of body, hands, or feet to achieve
5. Evaluates guests' physical condition to participate in various sport and fitness activities.
6. Explains and enforces safety rules and regulations. Responds and reports any type of emergency.

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7. Assembles and disassembles equipment and props required for activities. Returns items to storage area.
8. Performs regular inventory of all equipment and supplies. Determines if equipment requires replacement or repair.
9. Maintains the Sports Deck in a clean and orderly fashion. Posts current daily information, hours of operation, activities, etc. for the benefit of the guests. Adhering to USPH ship requirements.
10. Responds to guest complaints in a considerate, professional and positive manner by showing concern and listening actively. Takes ownership of guest concerns, by following-up and ensuring complaints are resolved to the guest's satisfaction.
11. Prepares all required reports utilizing the computer equipment.
12. Attends meetings, training activities, courses and all other work-related activities as required.
13. Socializes with guests in public areas at all times in accordance with Royal Caribbean International's Gold Anchor Standards. Visits guest lounges at specified times to converse with as many guests as possible in the time allotted.
14. Operates spotlight equipment for production shows according to instructions as needed, when stage staff are required to perform duties backstage. Attends mandatory rehearsals as required.
15. Performs stilt walking for parades on Voyager and Ultra Voyager class ships as necessary.
16. Assist Explorations at the front desk, back office ticket processing, and dispatching tours when necessary dependant on ticket sales.
17. Participates in greeting and directing guests on and off the gangways when the ship has arrived in the ports of call.
18. Participates in debarkation procedures by disseminating information, and directing and escorting guests to staterooms and or exits.
19. Performs related duties as required. This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

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REQUIREMENTS:

- One year physical fitness and/or recreational sports instruction background with resorts, sports facilities or related recreational facilities required.
- Master of Ceremonies experience preferred.
- Ability to coordinate and instruct recreational sports and activities for large groups and/or individual sessions.
- Ability to provide one-on-one rock climbing wall instruction. Rock climbing (manual belay) certification preferred.
- Ability to provide one-on-one Flowrider instruction, Ultra Voyager Class only preferred.
- Experience in the operation and maintenance of the Flowrider or other similar water park equipment, preferred for Ultra Voyager Class only.
- Knowledge of the rules of basketball, volleyball, golf, ping-pong, shuffle board, etc. Proven customer service skills to interact appropriately with guests in a considerate, professional and positive manner by showing concern and listening actively.
- Ability to communicate tactfully with guests, department heads and shipboard employees to resolve problems and negotiate resolutions.
- Certification and continuing education currency preferred in one of the following: American Council in Exercise (ACE), American Aerobic & Fitness Association (AAFA), American College in Sports Medicine (ACSM) or Sports/Fitness/Health Education degree from a college or university preferred.
- CPR certification and life saving certification from the American Red Cross or similar certifying organization preferred.
- Working knowledge of computers, internet access, and the ability to navigate within a variety of software basic packages.
- Completion of high school or basic education equivalency required.

LANGUAGE REQUIREMENTS:

- Excellent ability to speak English clearly, distinctly and cordially (intermediate level B1-B2 +).
- Excellent ability to understand, read and write English in order to interpret written procedures, policies and manuals. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

PHYSICAL REQUIREMENTS:

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- While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- Extensive travel from ship to ship with varying accommodations and resting opportunities require good health. Active management of health through diet and exercise is a key for prolonged success in the position.
- All shipboard employees must be physically able to participate in emergency lifesaving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- The employee must have the ability to lift and/or move up to 50 pounds.

LEADS WITH PASSION, DRIVE AND ENERGY

- Promotes team unity at all levels within the Team and collaborates well with shipboard and shore side management.
- Shows motivation to learn and grow in the department

ACTS WITH INTEGRITY

- Creates a climate of trust, mutual respect, and a professional image. Is highly organized.
- Able to work closely as member of a large team and has self-discipline throughout their time on board.
- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential.
- Works closely and cooperates with superiors, colleagues in order to achieve the highest possible passenger satisfaction from the products served.
- Attends meetings, training activities, courses and all other work-related activities as required.
- Enhances department and company reputation by accepting ownership and accomplishing a diversity of requests while exploring opportunities to add value to job accomplishments.

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- Projects a favorable image of the company, promotes its aim and objectives, and fosters and enhances public recognition and acceptance of all its areas and endeavors.

BENEFITS:

- Contract with an average length of 6 - 8 months.
- Free food & shared accommodation (2 – 4 people per cabin).
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: are provided by the company.
- Repatriation tickets: are provided by the company.
- Visa expenses reimbursed on board.
- Earn recognition and career advancement opportunities.

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RECRUITMENT

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