

SHORE EXCURSION- JOB DESCRIPTION

POSITION SUMMARY

As part of the Adventures Team Shore Excursions Associates are integral parts of the guest's vacation experience.

The Shore Excursions Associates support the Shore Excursion Manager to maximize revenues by marketing, promoting, explaining and selling tours to guests, along with ability of converting guest interactions into an excursion sale. Additionally, the Shore Excursions Associates are effective and efficient in marketing strategies and able to execute tactical plans to reach department financial targets. Shore Excursions team ensures that the guests have the best possible experience on their excursions by maintaining the highest possible product quality and safety.

ESSENTIAL DUTIES AND RESPONSABILITIES

- Execute tactical plans to achieve revenue and sales targets
- Liaise with Operations and Revenue Team to maximise revenue
- Employs effective marketing strategies
- Promote, explain, and sale tours to guests before they go ashore
- Partake in, and monitor the Shore Excursion Program
- Handle guest complaints and queries
- Achieve Guest Satisfaction Targets (TGEM)
- Promote and process credit cards applications
- Maintain professional working relationships with Tour Operators
- Assist with the dispatch of all shore excursions
- Participate in all safety drill and trainings as required
- Follow all environmental and ECP policies and procedures.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

- Experience of the Hospitality Industry (2 years min), either Hotels, Tour Operators or Cruise Lines
- Excellent command of the English language, both verbal and written. Additional languages are a plus.
- Experience and competence in Sales
- Understanding of marketing and promotion methods

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- Understanding of revenue, analytics and ability to interpret ships revenue targets and performance.
- High level of computer skills including Microsoft packages
- A good understanding of revenue responsibility
- Drivers licence preferred
- Ability to Swim and partake in adventure activities.
- Excellent verbal and written communication skills
- Approachable and a good listener,
- Enjoy working in a small team
- Ability to work under pressure and achieve targets
- Ability to take initiative
- Strong execution skills, ability to prioritize and take a structured approach
- Resourceful and adaptable/able to respond effectively and quickly to changing situations
- Highly confident with strong integrity to build trust and respect
- Sense of fun, energy and passion.

Other Duties and Responsibilities

- Ensure confidentiality when handling sensitive information.
- Achieve the primary objectives of the position and comply with the above-mentioned accountabilities in a timely and efficient manner in accordance with ICS policies.
- Project a favorable image of the company, promote its aims and objectives, and foster and enhance public recognition and acceptance of all its areas and endeavors.
- Comply with the safety and pollution prevention regulations and operating procedures at all times, participating in all relevant meetings and training sessions.
- Participate in all mandatory training without excuse.
- Perform all other duties as requested by shipboard management or shore side.

LANGUAGE REQUIREMENTS:

- Ability to speak English clearly, distinctly and cordially with guests and crew. Ability to read and write English in order to understand and interpret written procedures. 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 coworkers. In accordance with this is the ability to write reports and letters grammatically correct in English.

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PHYSICAL REQUIREMENTS:

- 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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BENEFITS:

- Free food & shared accommodation.
- Crew areas activities on board (gym, crew bar, shore excursions, social activities, crew events, etc.)
- Joining tickets: As per the company standards.
- Repatriation tickets: As per the company standards.
- Visa expenses reimbursed on board.
- Earn recognition and career advancement opportunities.
- 6 months contract and 2 months' vacation
- Working 7 days a week. 10-14 hours per day

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RECRUITMENT

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