



TOUR REPRESENTATIVE JOB DESCRIPTION

Job Title: Tour Representative
FLSA Status: Non-Exempt
Department: Tour Operations
Reports to: Tour Operations Manager

Job Summary: Serve as a contact and representative of Coral World Ocean Park Tour Operations Department. Main duties include assisting in boarding, relaying information among ship staff, transportation, and Coral World Ocean Park staff, supplying promotional materials to shore-ex staff and completing appropriate paperwork for each departure.

Duties and Responsibilities: (Including but not limited to)

1. Conduct all activities and decisions according to the guiding principles of safety, providing exceptional customer service, teamwork, meeting financial goals.
2. Ship Meet and Greet:
 - ❖ Prepare for the arrival of passengers prior to meeting ship and arrive at least 30 minutes prior to the scheduled tour departure time.
 - ❖ Communicate professionally with ship staff regarding final counts and last-minute details. Be flexible and react to all situations in a positive and constructive manner.
 - ❖ Work with drivers to assist passengers in boarding process and brief passengers about the tour as needed.
 - ❖ Communicate last-minute details (final count, exact time of dock departure etc.) to transportation and Coral World Ocean Park staff as needed. Work with management to facilitate smooth operations for each tour (i.e., reversing order when needed, communicating with vendors regarding timing etc.).
 - ❖ Work with management to quickly assess situations and work with operations team to relay information via proper channels in the event of circumstances out of the norm (tour deviations, passenger incidents or injuries, etc.).
 - ❖ Complete all related paperwork after each departure in an accurate, timely and consistent manner.
 - ❖ Supply shore excursion staff with promotional materials and/or information that assist in maximizing sales.
3. General Duties:
 - ❖ Assist with responses to requests from cruise ships for allotments.
 - ❖ Assist when needed in other areas of the company such as administrative assistance and general office duties.
4. Qualifications & Experience:
 - ❖ As a very visible representative of Coral World Ocean Park, it is important to be aware of and present a very professional image. Must be clean, well groomed, courteous, honest, punctual and most important, reliable.
 - ❖ Ability to accomplish tasks in a controlled, effective, and professional manner while working for extended duration under high levels of stress.