



## TOUR DISPATCHER DESCRIPTION

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

**Job Summary:** Serve as a contact and representative of Coral World Tour Operations. Main duties include assisting in boarding, relaying information among ship staff, transportation, and Coral World 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 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, 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.
  - ❖ Ability to prioritize and handle numerous and various time-sensitive tasks while maintaining a great attention to detail.

- ❖ Ability to solve unique spontaneous problems regularly and make high-impact decisions quickly and confidently.
- ❖ Ability to generate a multitude of co-operative relationships with co-workers as well as representatives of other companies involved with Coral World.
- ❖ Proficiency with Windows based computer systems including word processing, spreadsheet and electronic mail applications.
- ❖ Knowledge of modern office practices and procedures, proper English usage, diction, grammar, spelling, punctuation, and demonstrated proficiency, alphabetic, chronological and numeric filing systems, techniques.
- ❖ Prefer experience in the tourism/visitor industry.
- ❖ Must be able to stand for long periods of time and walk up to 3 miles per day.
- ❖ Must feel comfortable approaching and speaking to people you don't know.
- ❖ Must feel comfortable directing and speaking to large crowds.
- ❖ Must be able to complete tasks with minimal supervision & have good math skills
- ❖ Must be able to work varied shift hours, including weekends and holidays as well as long, early, and late shifts.

5. Complies with all Coral World V.I., Inc policies, procedures, and programs.

6. Performs other related duties as assigned.

#### **General Skills/Knowledge/Work Experience/ Education/Certification/License:**

##### **Required:**

- Speak and write English clearly & articulately
- Outgoing & friendly personality
- Prior customer service/hospitality experience.
- Must be service oriented
- Must be able to handle difficult, high-volume situations while maintaining composure
- Must be pleasant, helpful, courteous, responsible & enthusiastic.

##### **Preferred:**

- Bilingual

##### **Physical Requirements:**

- The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Ability to see and hear; stand and walk; stoop, kneel, and crouch; use arms and hands; handle objects, tools, and controls; and sit. Ability to lift and move 50 pounds.

##### **Special Requirements:**

- Must be a team player and be able to get along with others.
- Must be personable, courteous and able to work under pressure.
- Must be willing to work overtime, holidays, and weekends when scheduled

**Please submit cover letter, resume, and references by email to be considered for the position. References required. Please include the job title in the subject line.**

##### **Contact Information:**

Kenan Ottley

Tour Operations & Guest Services Manager

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