

SITKA TRIBE OF ALASKA
Job Description
Tourism Assistant

Exempt:	No	Grade:	1
Benefits:	Yes	Department:	Tribal Tours
Reports to:	Tourism Manager	Hours:	Seasonal

I. SUMMARY

The Tourism Assistant position is a seasonal position that supports the Tourism Department of STE, providing the highest level of professionalism while maintaining the cultural values of the native community of Sitka. The employee must be able to work evenings, weekends and some holidays as needed.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

A. Provide Clerical and Operational Assistance

- Answer incoming telephone calls ensuring professional telephone etiquette
- Process mail delivery and incoming mail for Tribal Tours and the Community House
- Assist in processing reservations for Tribal Tours and Community House
- Regularly update the Tourism calendars
- Assist Managers in daily set up for tours and dance show
- Work directly with Dance Coordinator to schedule performances and assist in pre-season activities including but not limited to training and elder's dinner
- Assist Tourism Manager in distributing brochures and all collateral materials to hotels, vendors, and operators
- Assist Business Manager in gift shop set-up, sales and inventory as needed
- Keeping all office common areas clean and professional looking
- Provides assistants in providing photos and content for social media sites for Tribal Tours and Naa Kahidi Dancers social media sites
- Assist in all areas of the tour operations, including back up step on or walking guides as needed

B. Cash and Credit Card Handling

- Provide cash and credit card sales as needed for Tribal Tours of the Community House
- Assist in the verification of reconciled cash banks for Tribal Tours and Community House Gift Shop.

III. MINIMUM QUALIFICATIONS

A. Education

- High School diploma or GED and one year office experience

B. Experience/License and Certifications

- Valid Alaska Driver's License or ability to obtain one
- Previous cash handling experience in other employment positions

C. Knowledge, Skills and Abilities

- Excellent customer service skills
- Intermediate level of computer skills (must have ability to create draft professional documents using Microsoft Word and Microsoft Publisher for review by supervisor)
- Ability to communicate clearly, both verbally and in writing, to customers and co-workers in a professional manner
- Ability to maintain composure and professionalism in high-pressure situations
- Ability to multitask in a fast-paced office environment and be self-motivated
- Must be a detail-oriented individual
- In previous employment, demonstrated ability to be a reliable worker (show up on time and consistent with the required work schedule)

D. Criminal Background Check

This position requires full compliance with the STA Criminal Background Check ordinance. All candidates for this position must consent to a criminal history record check, submit fingerprints and submit a separate application for suitability. No individual may fill this position:

- Who has been convicted of any crime involving a sexual offense;
- Who has been found guilty of or pled guilty or no contest to, two misdemeanors or one felony crime involving any crimes of violence, crimes against persons, or offenses committed against children;
- Whose past conduct creates an immediate or long-term risk for any child or raises questions about an individual's trustworthiness;
- Who is currently subject to a restraining order issued after a hearing which restrains the individual from harassing, stalking, or threatening an intimate partner or child;
- Who has ever been convicted or plead no contest to two misdemeanors or one felony crime involving theft or dishonesty.

The individual who holds this position is required to report any violation of a criminal statute within one working day of the charge or conviction to the individual's immediate supervisor.

E. Drug and Alcohol-Free Workplace

This position is required to comply with Sitka Tribe of Alaska's Drug and Alcohol-Free Workplace Ordinance. This position therefore is subject to drug and/or alcohol testing if the immediate supervisor has reasonable suspicion that the employee has reported to work under the influence of a prohibited drug used unlawfully or under the influence of alcohol.

IV. TRIBAL PREFERENCE

Native preference in hiring applies as outlined in the STA Hiring Policy and Procedure and the STA Employee Handbook.