

Sitka Tribe of Alaska
Job Description
TOUR GUIDE DRIVER

Exempt:	No	Grade:	3
Department:	Sitka Tribal Enterprises	Hours:	8:00a.m. -4:30p.m.
Reports to:	Tourism Manager	Effective Date:	February 1, 2020

I. SUMMARY

This position supports operations of the Tribal Tours program and provides services to visitors during Sitka's visitor season with a focus on quality, customer service, professionalism, and perpetuation of the Tlingit Culture and Cultural Values of the Native Community of Sitka. Work hours vary due to fluctuating cruise ship schedules. Employees must be able to work weekends, evenings, and assigned holidays.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

A. Supervision and Authority

Reports to the Tourism Manager and does not supervise any positions.

B. Operate Bus/Coach/Van Sightseeing Tours

- Guides will follow the scripts and tour structure set forth by Tribal Tours
- Operate large vehicles in a proficient and careful manner
- Provide aid to passengers and/or clientele who may need extra assistance
- Responsible for the safety of their passengers and or/clientele while conducting tours
- Report any accidents or vehicle damage to supervisor immediately, complete necessary reporting paperwork
- Report any damage to vehicles that may not have been previously noticed
- Drive Shuttles as assigned
- Maintain vehicle logs and conduct vehicle pre-checks as required by law

C. Participate in visitor dock operations

- Solicit passenger sales for Shuttle and Independent Tours
- Responsible for accurate accounting of tickets and cash banks
- Promote the Naa Kahidi Dance Performances by word of mouth and flyer distribution
- Answer visitor questions and direct to various locations

D. Ensure Cleanliness of Tribal Tours Vehicles

- Driver is responsible for the bus interior cleanliness after each tour
- Driver may be assigned to clean bus exteriors on a rotating schedule

E. Meetings, STA Reporting and Professional Conduct

- Attend required training and staff meetings set by Sitka Tribal Enterprises
- Responsible for daily pre-trip and post-trip vehicle inspections
- Record daily work hours by accurately signing in and out
- Pick up weekly vehicle and tour assignments
- Submit completed and signed time sheets on scheduled days
- Responsible for safekeeping and return of assigned keys and uniforms
- Wear required uniform and maintain a professional appearance
- Represent Sitka Tribe of Alaska and maintain positive relations with other tribal, state, federal and local governments, public agencies, Tribal Citizens, the public, and the media.
- Treat STA Council, staff, Tribal Citizens, and the public in a respectful manner.
- Perform other duties as assigned.

III. MINIMUM REQUIREMENTS

A. Education

- High School diploma or GED (Preferred)

B. Experience

- Previous cash handling experience required
- Previous experience in tourism or customer service preferred.

C. Additional Requirements

- Commercial Driver License with Passenger Endorsement or ability to obtain Commercial Driver License with Passenger Endorsement prior to first day of work.
- Current certification in CPR and First Aid or ability to obtain certification in CPR and First Aid prior to first day of work (training, if needed will be provided)

D. Knowledge, Skills and Abilities:

- Good Communication and public relation skills necessary
- Must communicate clearly, both verbally and non-verbally, to passengers, clientele, and co-workers in a professional manner

- Ability to maintain composure and professionalism in high pressure situations
- In previous employment, demonstrated ability to be a reliable worker (show up on time and consistent with the required work schedule)
- Understanding of Sitka and local culture and history

IV. PREFERRED KNOWLEDGE, SKILLS AND ABILITIES

V. PREFERENCE

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

VI. ADDITIONAL

A. 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 supplemental employment application. No individual may fill this position:

- Who has been convicted of any crime involving a sexual offense,
- Who has been found guilty of two misdemeanors or one felony of a crime against a person, a child or involving violence,
- Whose past conduct creates an immediate or long-term risk for any Indian 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 a child,
- Who has been convicted of a crime involving dishonesty or theft or violation of a gaming law.

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.

B. 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 reasonable suspicion and follow-up drug/and or alcohol testing.