

**SITKA TRIBE OF ALASKA**  
**Job Description**  
**TOURISM COORDINATOR**

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<b>Exempt:</b>	No	<b>Grade:</b>	10 (\$28.43-\$31.76)
<b>Department:</b>	STE	<b>Hours:</b>	8:00 am- 4:30 pm
<b>Reports to:</b>	Tourism Manager	<b>Effective Date:</b>	January 1, 2024
<b>Prepared By:</b>	Human Resources Manager	<b>Approved By:</b>	Chief Operating Officer

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## **I. SUMMARY**

The Tourism Coordinator 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. This position requires the employee to be physically in Sitka and able to work May through October with the exception of reasonable pre-approved leave.

## **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 the Dance Coordinator to schedule performances and assist in pre-season activities including but not limited to training and elder's dinner
- Assist the Tourism Manager in distributing brochures and all collateral materials to hotels, vendors, and operators
- Assist the Operations 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 backing up 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 of 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 the 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, offenses committed against children, sexual assault, molestation, exploitation, contact, or prostitution;
- Whose past conduct creates an immediate or long-term risk for any Indian child or raises questions about an individual's trustworthiness; or
- 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 the 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.

#### **IV. TRIBAL PREFERENCE**

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