

Sitka Tribe of Alaska
Job Description
TOURISM MANAGER

Exempt:	Yes	Grade:	12 (\$75,747.14-\$84,692.48)
Department:	Sitka Tribal Enterprises	Hours:	Varies
Reports to:	Economic Development Director	Effective Date:	January 1, 2024

I. SUMMARY

This is a full-time, benefited position, with seasonal working conditions that will require evenings, weekends, and some holiday availability, especially during the summer tourism season. This is a high-profile position that oversees and manages all aspects of the tourism department, including but not limited to, bookkeeping, recruiting, training, supervising, operations, and marketing Tribal Tours, and the Naa Kahídi Dance Show Programs. Expectations are to provide high-quality tourism programs in a professional manner with excellent customer service and public relations.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

A. Supervision and Authority

- Supervise Tribal Tours and Naa Kahídi Dancer team members.
- Ensure staff keep accurate logs for vehicles and work hours.
- Ensure all team members receive adequate training and understand and abide by all rules, regulations, permit specifications, and legal requirements that apply to the tours they guide.
- Assures quality controls are in place for performance and professional impressions.

B. Pre-Season/Post-Season Responsibilities:

- Prepare and submit to the STE Director all legal documents/forms needed including contracts, permits, and reporting requirements prior to deadlines.
- Work with Marketing and Event Manager to develop and maintain advertising & marketing campaigns for tourism business activities including brochure design, social media, and website development.
- Update all tour descriptions and pricing for the upcoming year to all cruise ship operators

- Submit annual tour block requests and update each request
- Assist in the development of new tourism projects and grant opportunities pertaining to tourism activities.
- Assist in the development and management of the annual budget.
- Ensure vehicles are clean and in safe operating condition.
- Meet all reporting deadlines for all required agencies.
- Attend business relevant meetings, conventions and trade shows representing STA.
- Develop contracts for vendors working with the STA legal department.
- Maintain professional relations with the Native community and business sector.
- Attend relevant meetings and take part in committees representing STA or STE.
- Process & document accounts receivable and accounts payable to give to finance department.
- Update office forms and pricing for Tribal Tours and Naa Kahídi Dancers.
- Submit requests to hire to HR for vacancies in accordance with Hiring Policy and Procedure; prepare and update job descriptions; prepare evaluations in accordance with the provision in the employee handbook.
- Assist with the hiring process of new staff and provide training and supervision.
- Submit end of season reports to all of Tribal Tours partners and vendors
- Attend annual travel and tradeshow conferences for Tribal Tourism
- Attend tourism related meetings and events representing Sitka Tribe of Alaska's Tribal Tourism Programs
- Order all supplies needed for the season including uniforms, brochures, and promotional and operating supplies.

C. In-Season Responsibilities:

- Ensure vehicles are clean and in safe operating condition.
- Oversee the submission of tourism financial documentation for daily cash, charge and credit card transactions and any other activities to the Finance Department each weekday. Paperwork shall include a daily reconciliations form with balance cash and a Credit Card Reconciliation Form with daily audit report with balanced receipts,.
- Ensure all tours operate within contract requirements, permit parameters, and legal requirements.
- Respond to and communicate with cruise lines regarding special tours and changes to existing tour blocks.

- Create an annual staff pre-season training program and training schedule.
- Create weekly staff schedules during the season, daily dispatch logs, and daily tour timing schedules for each tour guide.
- Create all necessary tour/dance show signage and ensure it is available for daily operations.
- Review timesheets and employee schedules for accuracy. Submit all timesheets to finance by due date.

D. Meetings, STA Reporting and Professional Conduct

- Keep the Director informed via weekly individual meetings concerning work progress, including present and potential problems and suggestions for new or improved ways of addressing problems.
- Attend STA all staff meetings.
- Attend other meetings as requested by the Economic Development Director and/or General Manager.
- Participate in STA all-staff events which may occur after hours or on weekends, including but not limited to Annual Picnic, Annual Meeting, Children’s Christmas Party, and Annual Herring Dinner.
- Prepare reports or news for inclusion with the Economic Development Directors report to Tribal Citizens in Tribal Newsletters and the Annual Report.
- Prepare reports for finance, permit holders, and contracts by deadlines.
- Respond to questions/comments in a courteous and timely manner.
- Travel as needed for marketing and training purposes.
- Supervise STE Management when the STE Economic Development Director is out of town or on leave of absence
- Represent the 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
- Associates Degree in Business and Marketing preferred

B. Experience

- Previous marketing and/or desk top publishing experience
- Two years of experience with handling cash and cash receipts
- Two years of supervisory experience
- Four years of working experience in the tourism or hospitality industry.

C. Additional Requirements

- Commercial Driver's License with Passenger Endorsement or ability to obtain within 3 months of hire

D. Knowledge, Skills and Abilities:

- Excellent public speaking and customer service skills
- Excellent supervisory and people management skills
- Computer skills in word processing, publishing and Excel or spreadsheet software
- Skills with brochure design preferred
- Ability to work well and maintain composure 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)
- Ability to maintain website and social media outlets preferred

IV. PREFERRED KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Tlingit Culture and Alaska History

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 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.

B. Drug- and Alcohol-Free Workplace

This position is considered safety-sensitive according to Sitka Tribe of Alaska's Drug and Alcohol-Free Workplace Ordinance. This position therefore requires a pre-employment drug screening, and is subject to reasonable suspicion, random, post-accident, return to duty and follow-up drug and/or alcohol testing.