

Job Description

Shore Excursion Manager

Function: Shore Excursion Manager

Responsibilities:

- Handles and sells shore excursions, as arranged by the office, from the shipboard side of view
- Sends information to the company, as required
- Properly keeps the necessary documentation
- Part of the Safety, Quality and Environmental Protection Management System
- Has to participate in all safety routines, drills and training measures
- Responsible for the operation of the shipboard Shore Excursion program.
- Must have a clear understanding of revenue and ratings goals for the department, and how to achieve them.
- Maintains an inventory of available tours on a cruise-by-cruise basis. Updates computer system accordingly.
- Supervises, coaches, and evaluates the Assistant Shore Excursion Manager and other staff members
- Prepares tour information sheet and drop-off forms.
- Provides and delivers tour talk to audience.
- Maintains tour sales budgeted figures.
- Maintains shipboard shore excursion video. Rewrites scripts when necessary. Works with Video Programmers/Broadcast Manager to shoot footage as needed.
- Manages the Shore Excursion desk including guest services regarding tour sales, refund issues, and general port and ship information.
- Generates revenue reports and Manager's information reports including notable events that happen during the cruise.
- Meets with Tour Operators in the ports. Reviews past and future progress.
- Inspects new excursions in ports, and monitors tours on a rotating basis in order to constantly review quality control.
- Financial responsibilities for budget, expenses and/or achievement of revenue targets including the successful identification of expense reduction through cost control.
- Mentors, develops and provides on-the-job training to his/her staff to strengthen their current performance and prepare for future advancement.

Authority:

- Requests advice on matters of safety and pollution prevention from the DPA, if not properly addressed through normal channels

Substitute: Assistant Shore Excursion Manager

Reporting to: Cruise Director / Product Manager

Qualification:

- All certificates and licenses as required by the STCW Code for this position
- Well acquainted with the relevant parts of the Safety, Quality and Environmental Protection Management System
- Knowledge of English
- Minimum of seagoing experience on board the vessels type or other adequate experience (unless decided different by the company)
- Minimum of two years' experience Managing a Shore Excursion program on a passenger ship.
- Knowledge of ports and tours is required.
- Ability to hit sales targets. Sales background is beneficial.
- Excellent public speaking and public relations skills.
- Ability to speak English and German clearly, distinctly and cordially with guests and crew.
- Ability to read and write English in order to understand and interpret written procedures.
- Very strong communication, problem solving, decision making, and interpersonal skills.
- Superior customer service, teambuilding and conflict resolution skills.
- Strong planning, coaching, organizing, staffing, controlling, and evaluating skills.
- Intermediate computer software skills required.
- Possess a good understanding of numbering flow "Debits/Credits", adjusting entries and corrections.
- All shipboard employees must be physically able to participate in emergency lifesaving procedures and drills.