



TOUR OPERATIONS SUPERVISOR **DUTIES & RESPONSIBILITIES**

The Tour Operations Supervisor will report to the Tour & Marketing Manager.

DUTIES:

1. Direct Supervisor of the following Tour Personnel: Lead Tour Attendants, Tour Attendants, Drivers, Tour Ops & Dock Reps;
2. Maintain Tour Personnel schedule for efficient staffing levels and minimize overtime;
3. Assist with interviewing and hiring Seasonal Tour Personnel;
4. Schedule and conduct new hire training classes for all new & returning seasonal employees;
5. Provide on-the-job training for positions overseen;
6. Follow all safety procedures;
7. During tour flight operations the Tour Ramp Operations Supervisor and/or Lead Tour Attendant will always be present on the ramp;
 - a. On & utilize headset always during active operations;
 - b. Oversee passenger loading and unloading;
 - c. Conduct final sweep of all aircraft before takeoff;
 - d. Ensure passengers are always safely escorted while on active ramp;
 - e. During busy departures (4 or more helicopters), there should always be two personnel with headsets on;
8. Oversee tour vehicle maintenance, daily inspections, parking permits, etc.
9. Maintain the Tour Office, interior and exterior and all associated ramp equipment in a clean and professional order. This includes but is not limited to: loading stools, glacier boots, ballast bucket, ramp headsets, radios and ADA lift;
10. Assist with general facility maintenance;
11. Assist with merchandise inventory & ordering & ensure Tour Office is stocked for sales;
12. Ensure Tour Office is opened two weeks before the start of the season;
13. Ensure Tour Office is deep cleaned and winterized for the off season;
14. Assist with reservations during the off season;
15. Other duties as assigned by Tour & Marketing Manager

DESIRED QUALIFICATIONS:

- Tourism and/or helicopter industry experience preferred;
- Outgoing, friendly, reliable and customer service oriented;
- Must be proactive with strong leadership skills;
- Professional and neat appearance;
- Strong communication skills; verbal & written;
- Punctuality and dependability

AVAILABILITY & COMPENSATION:

- Full-Time, Year-Round w/benefit package
- \$48,000-\$55,000 DOQ

HIRING MANAGER: Sarah Lowell; Tour & Marketing Manager
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