

FANTASEA BERMUDA LIMITED

Shore Excursions Assistant Manager – Temporary Post May 1 to September 1 2018

We are seeking a Shore Excursions Assistant Manager to cover a maternity leave for 4 months. The position requires the positive development and management of shore excursion activities for visiting cruise lines and Bermuda's top tour operators.

Key Duties and Responsibilities

- Applicant will dispatch tours on the pier, which includes constant communication with all parties involved, crowd management, organizational skills and customer service.
- For Dispatch, Applicant must be comfortable standing for long period of time, in full sun or inclement weather.
- Applicant will be a liaison between the Cruise Ships and the Tour Operators.
- Frequent Tour Updates – Applicant will be expected to keep systems continuously updated with numbers from the Cruise Lines
- Applicant must be constantly available via email to answer questions from the Cruise Line and solve any problems that arise.

Minimum Qualifications and Experience

- Post-secondary education; preferably with a degree in Hospitality Management or related fields.
- Minimum 3 years' experience providing tours to Cruise Lines.
- Must be competent with Google Apps and ResQwest.
- Must be trained and certified in Emergency First Response.
- Bermuda Pilot License, Experience giving tours and SCUBA instructor Certification are a plus.
- Extensive knowledge of Bermuda and familiarity with tours available here.

Required Competencies, Skills and Abilities

- Must be able to meet deadlines efficiently and independently, and accurately complete multiple tasks under pressure.
- Must possess strong verbal and written communication, organizational and interpersonal skills, and be willing to take initiative to solve problems.
- Must be accountable, reliable and detail oriented with impeccable time management.
- Applicants must be outgoing, friendly, and courteous with a neat and professional appearance.
- Computer proficiency essential.

The position requires the applicant to work 6 days a week including early mornings, evenings and holidays.

Interested candidates please submit CV and supporting references to:
Fantasea Bermuda Ltd. #5 Albouy's Point, Hamilton, Bermuda
Tel: 441 236 1300 email: shorexmgr@fantaseabermuda.com.

Closing date: 9 March 2018