



Tours & Concierge Assistant

Our client, Meyer Group of Companies, is involved in a variety of businesses, from freight and shore excursion facilitation, to shipping and agency services, to property management, informational technology consulting, and forensic accounting services. The Company is seeking a **Tours & Concierge Assistant (TCA)** to join its busy team, initially on a short-term basis (April to November 2023) with potential for contract extension or development into a more permanent role.

The successful candidate will be responsible for assisting the Tours team in planning and executing operations of the Tours Division including assisting with all administrative and logistical aspects of presenting top end tour experiences for Bermuda cruise ship passengers. The TCA will also be responsible to provide a seamless premium concierge tour management experience as needed, which requires a high level of attention to detail and maintaining and developing positive relationships with cruise lines, vendors, and staff. The TCA will be required to provide their own transportation for work travel and while primarily stationed wherever the cruise ships have docked (usually Dockyard) the TCA is required to work across the island as necessary to facilitate the best service to tour guests. This also means working weekends, evenings and public holidays. This is an excellent opportunity for someone that is eager to grow their career in the tourism and customer service industry, and who is detail-oriented, professional and a team-player.

The successful candidate shall have:

- 3-5+ years' experience in a guest relations capacity
- Proven experience in a hands-on, logistical role (i.e. this is not just a "desk" job). However, prior administrative experience is also a must.
- Concierge experience in Bermuda would be a distinct advantage, as would post-secondary education in tourism or hospitality.
- A positive customer-focused demeanor with the ability to function in a fast paced environment with changing variables, differing expectations, and the need to make ad hoc decisions.
- Excellent public speaking skills and confident speaking in front of large audiences as well as strong written and oral communication skills
- Proficiency with Microsoft Office applications and software systems.
- Ability to work independently as well as in a team atmosphere.
- Ability to lift and carry items up to 50 pounds is required for this role. Must be able to physically stand for sustained periods on the cruise ship pier as needed and to travel from location to location.
- Must be able to provide own transportation for work purposes and must have a valid driver's license for that transportation.
- Must be able to work weekends, evenings and public holidays

The Meyer Group and its subsidiaries are a drug-free environment.

Interested persons should submit their applications via BambooHR at <https://meyerbm.bamboohr.com/careers/25?source=aWO9MTc%3D> no later than **March 24, 2023**.

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