

## **DISCOVERY CRUISES**

### **Position Description**

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<b><i>Position:</i></b>	Captain
<b><i>Reports to:</i></b>	General Managers
<b><i>Position:</i></b>	Full Time and Part Time / Seasonal May thru October / Weekends and Holidays / Shifts revolve around cruise schedules
<b><i>Wages:</i></b>	Hourly / Wage based on experience / Minimum starting \$25.00 per hour
<b><i>Uniforms:</i></b>	Required and provided
<b><i>Drug Testing:</i></b>	Pre-employment and random required
<b><i>License:</i></b>	100 Ton Masters

#### **GENERAL STATEMENT OF DUTIES:**

This position is made for an individual who has high standards in business operations and a strong customer service and customer safety philosophy. This position requires no less than excellent communications skills, a pro-active and professional management style and respect for everyone involved. This individual will have a “can do” attitude and should not be afraid to take ownership of responsibilities assigned to them. Discovery Cruises is a new and exciting company offering a tremendous opportunity for personal and professional growth. As a new start-up company, this position will require an individual to accept change, be willing to learn duties above and beyond this job description, if necessary, and be a quick, innovative thinker, ready to take on unexpected challenges. The desire to be part of a team and be highly motivated to succeed is most necessary in representing this company to allow Discovery Cruises the growth it will be striving for. To maintain professional and personal etiquette is also necessary in representing this company to allow Discovery Cruises to achieve the outstanding reputation it is striving for.

#### **SPECIFIC JOB RESPONSIBILITIES:**

**The following job responsibilities are to be used as a guideline only and are not completely limited as defined in this document.**

- Consistently follow the customer service, personnel and operations policies as designed by Discovery Cruises
- Consistently follow all safety and operating procedures, maritime rules/regulations, food and beverage regulations as outlined by Discovery Cruises, the United States Coast Guard and Michigan Liquor Control Commission and Health Departments.
- Safely and professionally Captain the vessel.
- Keep consistent and updated recordkeeping as required by agencies such as USCG, MDOT, and that of Discovery Cruises operating policies.
- Review, understand and enforce the company training manual for daily operations.
- Schedule and conduct basic training with crew on an ongoing basis.
- Review, understand and enforce the company drug policy.
- Schedule and conduct safety training with all crew to prepare for U.S.C.G. Inspections.

- Implement and schedule procedures for cleaning and preventive maintenance with all crew to keep the vessel and all equipment maintained and in excellent condition ready for use at all times.
- Manage crew scheduling based on weekly public cruise and private charter guest manifests.
- Manage reports, inventory levels and ordering for food and beverage.
- Manage reports, inventory levels and ordering for all equipment on boat to include, but not limited to, cleaning supplies, restroom supplies, paper products, linens, tables and chairs, engine room supplies, engine room tools and replacement equipment.
- Manage levels of replenishing/disposal of fuel, grey water, black water and fresh water on the vessel.
- Create and manage check lists for morning boat opening and evening boat closing.
- Oversee charter and theme cruise event orders and work closely with sales and event staff to ensure accuracy in event set up by crew to include chairs, tables, linens, floral, dance floors, décor, audio/visual.
- Review guest boarding manifests prior to every departure for accuracy in guests counts.
- Manage boarding procedures and participate in welcoming guests onboard.
- Deliver safety presentation prior to leaving dock for every cruise.
- Deliver cruise narration on all public cruises and private charters as required or requested.
- Attend and participate in any training, operational, sales or departmental meetings as requested.

### **CERTIFICATION REQUIREMENTS:**

- 1) Possess a current 100 ton Masters license
- 2) First Aid and CPR Certified training required. (Provided by company)
- 3) Complete TIPS Training for alcoholic beverage service. Online training provided.
- 4) Complete ServSafe certification for food service. Online training provided.

### **SKILLS AND TRAITS:**

- Must have excellent customer service skills.
- Requires excellent written and verbal communication.
- Good organizational and time management skills.
- Must be comfortable and personable in dealing with people. Able to maintain positive relations and work effectively with the company's owners, employees, government officials, government agencies, vendors and the general public.
- Must have the ability to work well under pressure and use good judgment when required to make quick decisions
- Ability to work a flexible schedule and/or hours that may exceed the normal 40 hour work week, including holidays and weekends.
- Good personal appearance.
- Must have good vision and hearing to effectively command the vessel.
- Desire to learn and teach.
- Be willing and able to offer opinions and suggestions for the better of the company.

- Should be in good physical condition, strong and agile, and able to lift, pull, push and maintain strength in strenuous on-going circumstances.
- Must have knowledge of current maritime laws and U.S.C.G. rules and regulations governing the operations of passenger vessels.
- Must have basic knowledge of mechanics.
- Must have knowledge of Grand Traverse Bay waters, local winds and micro-climate weather.
- Knowledge of Traverse City area and local attractions.