

JOB DESCRIPTION TANADGUSIX CORPORATION (TDX)

Job Title:	Tour Director
Location:	St. Paul Island, Alaska
Status:	Full-Time – Exempt (Salary)
Reports to:	Executive Management
Application Deadline:	December 23, 2011

JOB SUMMARY:

The Tour Director is the lead manager of all Island tourism planning, activities, quality control, sales and coordinates all travel arrangements to include airline reservations, ground transportation, and hotel reservations, so as to ensure that customers' needs are met and that visitors have a great travel experience to St Paul Island.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Provide written quarterly reports in coordination with the sales and marketing team to the TDX Board of Directors on the progress of the tour program
- Responsible for maintaining and creating the annual tour budgets, and ensuring that they are met
- Coordinate and assist the Tour Marketing Manager
- Communicates general knowledge of island attractions and destination to potential customers and booking agencies
- Coordinates with Pen Air regarding flights, passenger and luggage arrangements to and from St. Paul Island, AK.
- Coordinate with the King Eider Hotel to secure and confirm hotel reservations
- Provides customers with their travel documents prior to arrival (i.e. Pen Air itinerary and client information packet)
- Answers incoming calls, email correspondence, and serve as the primary contact for the St. Paul Island Tour Program on island
- Reviews weekly resume packets for each tour group arriving during the tour season
- Coordinates the booking and sales of tour

- Coordinate with Marketing Manager in providing data for the tour web site (www.stpaultour.com)
- Responsible for posting, hiring, supervising and setting work schedules for the tour guides and making their travel arrangements to and from their destination (coordinate with marketing, sales and HR)
- Responsible for ensuring the TDX Automotive Shop maintains and secures tour vehicles before and during the tour season.
- Responsible for evaluating services rendered on tours and resolving any problems with accommodations, food service, itineraries or services
- Responsible for coordination with food service at Trident restaurant or the TDX Airport restaurant, ensuring service plan is in place thirty (30) days prior to first guest arrival
- Coordinate and assist with the tour guides to ensure the “Rare Bird Alerts” are updated frequently year-round on the web-site
- Perform related administrative tasks, and other duties as assigned by Executive Management
- Travels to St. Paul Island prior to the beginning of the tour season, assuring the readiness of the operations and staffing of guides is complete.
- Maintain St. Paul Island residency during the 5 month tour season

MINIMUM QUALIFICATIONS, SKILLS, & KNOWLEDGE REQUIRED:

- Two year(s) college degree or education preferred
- One year of management experience with supervisory responsibilities preferred
- Knowledge of Alaska, the Pribilof’s, St. Paul Island and the Aleut people
- Knowledge of St. Paul wildlife and the Bering Sea
- Excellent communication skills including verbal, listening, writing, and problem solving skills
- Excellent in interfacing with all types of people from managers to subordinates

- Strong customer-service orientation in the travel and visitation business , with ability to multi-task, exhibiting a patient, calm demeanor
- Strong organization skills and the ability to work independently and as a team
- Strong computer skills required: MS Word, Excel, and Adobe
- Outgoing personality and positive approach to problem solving

Note:

This job description in no way states or implies that these are the only duties to be performed by this employee. He or she will be required to follow any other instructions and to perform any other duties requested by his or her supervisor. The statement herein is intended to describe the general nature and level of work being performed by the employee in this position. They are not to be constructed as an exhaustive list of responsibilities, duties, and skills required of a person in this position. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of TDX Corporation. TDX is an at- will employer.