



## Jilkaat Kwaan Heritage Center

HC60 Box 2204

Haines, Alaska 99827

Phone: (907) 767-5485

info@jilkaatkwaanheritagecenter.org

# JOB ANNOUNCEMENT

## TOUR COORDINATOR

We are looking for a strong energetic Tourism Coordinator. As part of the Tourism team, you will provide professional customer service, transportation coordination, facilitate ancillary sales and operational efficiency in a fast-paced business environment. Administrative duties include processing financial transactions & documents, data entry and follow up on company directives. Professional written and verbal communication skills, attention to detail, ability to remain calm under pressure.

Duties Will Include **but** Are Not Limited To

- Accurately managing updates and changes to tour counts in work-flow app
- Coordination of daily tour schedules
- Accurately communicating tour updates and important information utilizing email, phone & handheld radio
- Troubleshooting customer service issues in a calm & professional manner
- Creating a positive, professional culture and work environment
- Understanding and compliance with all company safety & operational policies
- Excellent verbal and written communication skills
- Positive attitude
- Detail oriented
- Excellent multitasking skills
- Problem solving skills
- Great customer service
- Self-starter with ability to work independently and as a team
- Proficient in Microsoft Word and Excel
- A degree or experience in the travel and tourism industry a plus!



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Salary: Depends on experience.

Hours: Part-time appointment.

Closing: Open until filled.

Contact Brian Willard at [bwillard@chilkat-nsn.gov](mailto:bwillard@chilkat-nsn.gov) or at (907) 767-5505 ext. 231 if you should have any question about the position. Please email applications and resumes to Carrie Durr at [cdurr@chilkat-nsn.gov](mailto:cdurr@chilkat-nsn.gov) or mail them to Jilkaat Kwaan Heritage Center HC 60 Box 2204 Haines, Alaska 99827.

**Posted: 03-02-20**