

Squam Lakes Natural Science Center

Job Description

Employment Title: Lake Cruise, Cruise Coordinator

Supervisor Title: Operations Manager

Employment Classification: Non-exempt, hourly

Employment Type: Seasonal, Part-time

Schedule: Weekday and weekend shifts are available; Lake Cruises are 90 minutes each and Cruise Coordinators are required to report thirty minutes before their shift to setup.

Compensation: \$20.00 per hour

Seasonal Staff Benefits: An 8-person SLNSC membership, retail, program, cruise discounts, and training

Position Summary

Squam Lakes Natural Science Center (SLNSC) seeks a Lake Cruise Coordinator with boating experience and the ability to obtain an NH Boating Education Certification and an NH Commercial Boating License. The Cruise Coordinator is a critical Squam Lakes Natural Science Center (SLNSC) operations staff member. Cruise Coordinators are responsible for the Lake Cruise Headquarters operations for public and charter cruises on Squam Lake. Cruise Coordinators are also responsible for performing Tour Captain duties of providing 90-minute guided tours as well as event charters on Squam Lake. This position also contributes to positive guest experiences and performs other duties as needed. The position is located in Holderness, New Hampshire, and is an onsite/in-person position.

Role & Responsibilities

- Must be willing to commit to the Lake Cruise Staff Orientation, training, and season tour schedule
- In coordination with the Operations Manager and Facilities staff;
 - Ensure that all boats are properly prepared and fully operational for the season
 - Ensure that all boats are cleaned, fueled, and maintained on a regular schedule, per an established checklist, to ensure optimal performance
- Coordinate the relocation of boats to different docks as needed, from other dock locations during high water conditions, and at all other times
- Be capable of manually fueling boats from gas can containers when high water levels make it difficult to get under the bridge to the gas docks
- Provide periodic instruction to new and current Tour Captains on all aspects of the operation
- Communicate with the Operations Manager and Tour Captains about operational needs/updates
- Provide Tour Captains with constructive feedback when appropriate
- Greet and check in all passengers registered and listed in the participant list by using the point-of-sale system on the laptop computer provided at Lake Cruise Headquarters
- Communicate regularly with the Admissions and Office staff regarding cruise reservations and making decisions to add extra boats and operators as needed
- Promote the SLNSC lake cruises, charters, exhibit trail admissions, and programs
- Assist with coordinating group tours and private charters as needed
- In coordination with the Operations Manager and Tour Captains, evaluate the weather and lake conditions for safety purposes
- Be able to assist with filling in for a Tour Captain for lake tours and charters, as needed
- Take pride in keeping Lake Cruise Headquarters tidy, checking bathrooms regularly
- As the first point of contact with the public, must be professional and courteous at all times
- Represent the value and mission of the SLNSC in all customer interactions
- As the first point person when boats are on the water, Cruise Coordinators need to maintain a constant awareness of the daily schedule, location of boats, weather conditions, boat conditions & fuel levels.
- Must maintain a commitment to understand and follow SLNSC safety policies and procedures
- Efficiently communicate any issues or emergencies to the Operations Manager and Director onsite

Education

- A high school diploma or equivalency is required.
- Associate or Bachelor's Degree is appreciable.
- Formal boating instruction is appreciable.

Qualifications and Skills (SLNSC pays for all required training)

- Must be at least twenty-one years of age
- A valid driver's license is required
- Significant boat driving experience is required
- The ability to obtain a NH Safe Boater Certification is required within 30 days of employment
- The ability to obtain a NH Commercial Boat license is required within 30 days of employment
 - This may take longer due to the examination process with NH Fish & Game
- The ability to obtain CPR/AED/First Aid certification is required within 30 days of employment
- Knowledge of Squam Lakes is preferred
- Able to operate a marine radio and handheld two-way radio
- Excellent communication and interpersonal skills and the ability to speak with groups of people
- Pass a practical on-the-water exam covering boat operations, safety procedures, passenger safety orientation, emergency procedures, and environmental operations

Physical Requirements

- Must be able to stand for extended periods and walk on uneven terrain.
- Must be able to lift 60 pounds without assistance.
- Must be physically able to drive, anchor, and dock a pontoon boat
- Must be able to work varied shift hours, including weekends and holidays
- Must be able to negotiate safe movement onboard the pontoon boat
- Must be able to work outdoors, with exposure to extreme temperatures and inclement weather
- Must be able to communicate with staff and visitors verbally.
- Must be able to tolerate working in various environmental conditions and climates.
- Must be able to remain patient in perceived crisis or actual crisis.

Application Process:

- To be considered for this role, qualified candidates must email a resume or completed employment application to bonnie.baker@nhnature.org.
- Applications are available on our website: <https://www.nhnature.org/who/careers.php>
- A completed SLNSC employment application will be required before the first interview.
- Applicants will receive an acknowledgment email within two days of submitting their credentials.
- Candidates will be selected for interviews within five to ten business days, and the interview process consists of a series of interviews with our hiring committee.
- Telephone inquiries are not permitted due to the high volume of applicants.

Job Description disclosure:

The above job description is not all-inclusive. This role may be required to perform other reasonably related duties assigned by the supervising manager or director. Squam Lakes Natural Science Center reserves the right to update, revise, or change the job description whenever business needs deem necessary. Squam Lakes Natural Science Center is a not-for-profit 501(c)(3) organization and an Equal Opportunity Employer (EEO). New Hampshire is an employment-at-will state. This means that either party may terminate the employment relationship at any time, with or without cause or notice. All applications, resumes, and materials submitted become the property of SLNSC.

Equal Opportunity Employer (EEO) statement:

All qualified applicants receive consideration for employment regardless of age, race, religion, gender, sexual preference, gender identity, national origin, protected veteran status, disability (physical or psychological), or any other protected classification under federal and state law. Our policy requires a completed employment application, reference, and background checks to be conducted on new employees before their first day of employment. Immigration verification is required.