

Squam Lakes Natural Science Center

Job Description

Employment Title: Lake Cruise, Tour Captain

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 Tour Captains 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 Tour Captain with boating experience and the ability to obtain an NH Boating Education Certification and an NH Commercial Boating License. The Tour Captain is a critical Squam Lakes Natural Science Center (SLNSC) operations staff member. The Tour Captain is responsible for delivering informal 90-minute guided education tours aboard the Science Center canopied pontoon boats. The main focus of these tours will be on Squam Lake itself: its natural history, human history, and the wildlife that inhabits the area. The position is located in Holderness, New Hampshire, and is an onsite/ in-person position.

Role & Responsibilities

- Responsible for the delivery of informal education Squam Lake tours aboard SLNSC pontoon boats
- Operating boats safely and professionally in varied lake and weather conditions.
- Conducting informal educational tours using the program outline in the Tour Captain Handbook and delivering content in a clear, informative narration.
- Physically capable of lifting, placing, and retrieving a 60-pound anchor and rode, deploying a throwable ring or cushion to a person in the water and bringing that person back on the boat, and assisting guests from the docks on/off the pontoon boats.
- Installing necessary side curtains in the down and snapped position when inclement weather is encountered on a cruise or placing curtains in the up and snapped position when high winds threaten the stability of the boat, or when doing either, improves the comfort of the passengers
- Arrive at the docks 30 minutes before departure to prepare boats, review reservations, etc.
- Ensure the readiness of the boat by reviewing the Tour Captain checklist before departure.
- After the trip, secure the boat at the dock and safely unload passengers.
- Reviewing the post-tour checklist and completing all required tasks; entering engine hours into the boat log with the date and times of the outing and fuel tank status.
- Communicate with the Cruise Coordinator and Operations Manager regarding any boat problems that may have been encountered on the cruise and assist with any additional duties assigned by the Cruise Coordinator on duty and Operations Manager.
- Proficiency in SLNSC pontoon boat operations, educational content, and tour format.
- Provide safe transport to passengers and guests of charters and island destination visits
- Physically capable of handling and docking the pontoon boat during all weather conditions.
- Excellent communication skills and the ability to speak clearly and concisely are required.
- Enthusiastic ability to interact and converse with visitors during the group boat tour.
- Self-motivation to continue learning information that enhances tour presentation.
- Must be willing to commit to the Lake Cruise Staff Orientation, training, and season tour schedule

Education

- A high school diploma or equivalency is required, higher education 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.