

First Mate/ Narrator (Pittsburgh)

The Just Ducky Tours First Mate position is available for the 2016 Summer season between April-September 2016 with the opportunity to continue employment throughout October and November based on operational need.

The JDT First Mate/ Narrator position is an integral part of the Just Ducky Tours Team. The responsibilities of this position include: the mission of Just Ducky Tours “offering a fun and unique way to see the great city of Pittsburgh.”

Just Ducky looks for unique individuals that have a talent of delivering information in an entertaining and concise way while also striving to incorporate your own personal touches to the tour. Candidates that showcase high energy and motivation for the position will be given higher priority in the hiring process. Responsibilities include: incorporating the mission of Just Ducky Tours to offer a fun and unique way to see the great city of Pittsburgh. A First Mate’s duties for the water portion of the tours which involve the safety of our guests and crew, training in Coast Guard protocols, working in a fast paced team environment.

Job Functions:

- Giving a full and comprehensive tour of the City of Pittsburgh from required information and policies.
- Handling of boat safety and Coast Guard requirements, relaying of information to Captains/Crew
- Responsible for cleaning of DUKW vehicles after every tour
- Responsible for customer service the vehicles
- Carefully loading and unloading of passengers safely, handling of handicap lifts when required
- Build rapport with clients and offer dining, lodging, and activity recommendations based on the guests' needs.
- Ability to work with a large team dynamic in a fast paced, ever changing environment.
- Can work long hours and maintain positive and productive attitude on each and every tour
- Working as safety controller on the Mon-Wharf access ramp when needed

Basic Qualifications:

- Must have a high school diploma or equivalent
- Experience in customer service the hospitality, travel/tourism industry is a plus
- Must have strong communication skills
- Applicants must be able to work in a fast paced multitasking environment
- Applicant must pass a pre-employment drug screen
- Must be available to work weekends and major holidays
- Ability to be flexible and adjust tours according to route changes, emergencies, or client issues
- Excellent verbal communication skills
- Proven employee and customer service experience/skills
- Excellent problem-solving and decision-making skills

Working Conditions:

- Physical requirements include ability to be outside for long periods of time in all types of weather environments,
- Short (10-15 minute) break periods
- Sitting at least 90% of the shift. You will be talking for about 70% of the hour long tour, 6-7 times a day.
- Some lifting and manual movements are required for handicap lifts and stairs, equivalent to bending and lifting 50lbs
- Involves a flexible schedule with varying shifts that can be from 8:30 am and 8:00pm daily, including major holidays.
- Must be available to work a minimum of 4 weekend days per month.

Please Note:

The interview process for this position will begin in late March 2016. The individuals which are selected for this position may be required to commit to training that begins in late March or early April 2016.

The hourly pay rate for this position is \$8.50 for training, increasing based on performance.