



# AQUILA IS HIRING!

## JOIN OUR AWARD-WINNING TEAM



### PIERSIDE OPERATIONS TEAM INFORMATION

Do you have a **passion** for Saint John and the Bay of Fundy? Do you love meeting new people and learning all about your region? Would you like to be part of an **award-winning team**? Aquila Tours is hiring Pierside Operations Team Members for the **2024 Cruise Ship Season!**

We invite you to step up and share your love for Saint John and our beautiful Bay of Fundy region with people from around the world. Working on cruise ship days throughout the season with a busy schedule during **September and October** – these paid positions are well-suited for those with a flexible schedule, those who have recently retired, entrepreneurs building a new business, stay-at-home parents, and more!

Our seasonal **Pierside Operations Team** is made up of various roles: Cruise Managers, Sales Team, Transport Team, and Cruise Day Assists. Each of these roles is vital in our successful delivery of an excellent shore excursion program to our cruise clients. We are currently seeking new team members for the following roles:

#### **Transport Team Member**

Working in a team of 3-4 people, our transportation team is responsible for the smooth dispatch of approximately 20-30 tour buses per day. This role is diverse and fast-paced, and will include loading buses, counting tickets, dispatching tours, and providing information to cruise ship guests. Responsibilities of the Transport Team include:

- Confirming arrival and checking condition of all tour buses
- Assisting guests with finding the right bus to board while tracking tour numbers on each bus
- Counting tour tickets from guests and communicating updates with Cruise Manager



- Spotting tour buses backing out of parking lot
- Cleaning up spills (oil, fluids, etc) immediately and reporting to Cruise Manager
- Monitoring activity in dispatch area for any issues

### **Sales Team Member**

Working either individually or as a team, this role is diverse and fast-paced, and will include greeting guests, checking tickets, selling tours, tracking sales, communicating and providing information to cruise ship guests. Responsibilities for the Sales Team include:

- Being knowledgeable about each tour and making recommendations to cruise guests
- Managing inventory and selling tour tickets
- Setting up the sales booth with tickets, brochures, walkies, signage, paperwork
- Communicate updates with team members on any tour sales
- Make changes to tickets as necessary, i.e. missed tours, change in tour time, wrong ticket
- Tracking and calculating all sales made throughout the day including completing end of day sales tracking sheets

Pierside Operations Team positions can expect extended periods of standing, walking, communicating by walkie-talkie and in person. These positions require **accuracy, customer service, and on-the-spot problem solving**. Positions revolve around the **cruise ship schedule**, which sometimes involves early mornings, evenings and/or weekends. Shifts range anywhere from 5 to 9 hours, and may start as early as 6:30am, and finish as late as 8:00pm.

We'll provide you with **top-notch training** to provide wonderful interactions with guests. You just need to bring an enthusiasm for our region that's contagious and a desire to ensure each visitor has an amazing experience arriving in Saint John. Fluency in English is required, and while fluency in languages other than English is not necessary, it is always an asset!

If this sounds like you, we want to meet you! Reach out to [work@aquilatours.com](mailto:work@aquilatours.com) for more information. We'd love to have you join our award-winning team!

**Location:** Saint John, New Brunswick, Canada

**Type of Employment:** Seasonal

### **Aquila Contact Information:**

Samantha MacVey

Human Resource & Cruise Manager

[work@aquilatours.com](mailto:work@aquilatours.com)

