



JOB DESCRIPTION

Position Title:	Tour Captain	Weekly Hours:	15-30, weekdays/weekends
Supervisor Title:	Operations Manager	Hourly Rate:	\$20.00
Employment Classification:	Non-exempt, hourly, seasonal	Seasonal Commitment:	May to October

PURPOSE

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 in Holderness, New Hampshire, and is an onsite and in-person position.

ESSENTIAL FUNCTIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Responsible for the delivery of informal education Squam Lake tours aboard SLNSC pontoon boats
- Securing a commercial boat license and safe boating operator certificate, SLNSC sponsors.
- 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 15 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 & QUALIFICATIONS

To perform this job successfully, an individual must have the following education and experience.

- Must be at least 21 years of age.
- A high school diploma or equivalent is required
- Significant, documented boat driving experience is required
- A valid driver's license is required
- A current NH Safe Boater Certification is required
- A current NH Commercial Boat license is required and sponsored/paid for by SLNSC
- A current CPR/AED and First Aid certification is preferred
- 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 DEMANDS

The physical demands described here are representative of those that an employee must meet to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these functions.

- Must be able to stand for extended periods and walk on uneven terrain.
- Must be able to lift 50 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.

APPLICANT PROCESS

To be considered for this role, applicants must submit a current resume along with a cover letter of interest detailing why they would be a good fit for this position. Applicants who do not provide both will not be considered. Applicants will also be required to complete a Squam Lakes Natural Science Center employment application, which will be provided upon receipt of the resume and cover letter. Applicants may apply via email to Bonnie.Baker@nhnature.org.

The above position description is not intended to be 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 position description whenever business needs deem necessary.

Squam Lakes Natural Science Center reserves the right to update, revise, or change the position description whenever the business deems necessary. Squam Lakes Natural Science Center is a Non-Profit and equal employment opportunity employer. We will consider all qualified applicants regardless of race, color, religion, sex, sexual orientation, age, gender identity, national origin, protected veteran status, disability, or any other protected classification under federal and state law. SLNSC is an "at will" and equal opportunity employer. Our policy is to require a completed employment application and to conduct background checks on new employees. We provide a non-smoking, drug-free, harassment-free workplace environment.