

Squam Lakes Natural Science Center – Lake Cruise, Tour Captain

Employment Title: Lake Cruise, Tour Captain

Employment Classification: Non-exempt

Employment Type: Part-time, seasonal

Schedule Details: Flexible schedule of 10-30 hours per week, May through November 2

Immediate Supervisor: Operations Manager

Hourly Rate: \$20.00 per hour

Purpose: The Tour Captain is an important member of the Squam Lakes Natural Science Center (SLNSC) operations staff. The position is located in Holderness, New Hampshire, it is an onsite role. The Tour Captain is responsible for the delivery of 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.

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.

- 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 provided 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, being physically capable of deploying a throwable ring or cushion to a person in the water, and bringing that person back on the boat, 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 time 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 post-tour checklist and completing all required tasks; entering engine hours into the boat log with the date and times of the outing as well as fuel tank status.
- Communicate with the Cruise Coordinator and/or 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/or Operations Manager.

Education and Qualifications:

- Must be at least 21 years of age.
- Must be able to successfully pass a background check.
- High school diploma or equivalent is required.
- Documented, boat driving experience is required.
- A valid driver's license.
- Must be able to obtain a current NH Safe Boater Certification, which can be obtained online.
- Must be able to obtain a NH Commercial Boat license, which SLNSC pays for, and sponsors.
- Must be able to obtain a CPR/AED and First Aid certification, which SLNSC pays for.
- Knowledge of Squam Lakes is helpful, but not required.
- Able to operate a marine radio and handheld two-way radio.
- Pass a practical on-the-water exam, covering: boat operations, safety procedures, passenger safety orientation, emergency procedures, and environmental operations.
- Must be willing to commit to the Lake Cruise Staff Orientation and Training and season tour schedule.

Knowledge, Skills, and Abilities: The requirements listed below are representative of the knowledge, skills, and/or abilities required to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Physically capable of handling and docking the pontoon boat during all weather conditions.
- Excellent communication skills required with the ability to speak clearly, and concisely to the group.
- Enthusiastic ability to interact and engage in conversation with visitors during the group boat tour.
- Self-motivation to continue learning information that enhances tour presentation.
- Must be able to commit to the training program and tour schedule.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential 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 verbally communicate with staff and visitors.
- Must be able to tolerate working in a variety of environmental conditions and climates.
- Must be able to remain patient in perceived times of crisis or actual crisis.

To Apply: To be considered for this role, applicants must provide a current resume with a cover letter of interest via email. Applicants must also complete a Squam Lakes Natural Science Center employment application, which will be provided upon receipt of the resume and cover letter. Applicants may apply to HR/Finance Manager, Bonnie Baker at 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 as assigned by the supervising manager or director. Squam Lakes Natural Science Center reserves the right to update, revise, or change the position description at any time as business needs deem necessary.

