

Job Description
Vessel Operations Assistant

Reports to: Vessel Operations Manager or in his/her absence, Annapolis Operations Manager.

Office/Barge location: 1 Dock St. Slip #21 Annapolis, MD

Responsibilities: Deliver Watermark's Brand, profitably:

Brand Essence Statement:

Watermark immerses people in the history, culture and fun of the Annapolis area more completely than any tour or charter company. Whether you want to learn or just enjoy, no one else offers so many ways to experience this special place, both by land and by water, in less than an hour or as long as you like. We originated the idea of giving our guests a truly authentic Annapolis experience over thirty years ago. Our unique training program ensures that everyone in the company, from period-dressed tour guides to captains to event planners, are still the people that share the experience in the most interesting and exciting way.

Hours: Generally Monday-Friday 9am -5pm, although hours are dependent upon vessel operation schedule. If weekend work needed, would try to reschedule weekdays.

Daily Annapolis Operations Duties:

- Assist in daily office duties, including all responsibilities of ticket sales position.
- Assist with managing groups, preparing and filing operations paperwork, collecting payments due
- Available to bartend or crew level two as needed
- Point of sale (Revel) familiarity
- Prepare paperwork for next day and weekend
- Send out cruise orders

Assistant to Vessel Operations Manager (VOM):

Maintain schedule once schedule is made: making calls, confirming.

Assist in employee file maintenance. (All responsibilities associated with hiring, managing, firing, and scheduling employees belong to VOM).

Phone system

Answer calls, transfer calls and sales leads, respond to overnight and weekend messages

Maintain phone scripts, day/night and weekend voice messages

Mail

Distribute and handle incoming mail from Post Office and Marina Office

Accept and distribute deliveries.

Ship via UPS, FedEx or USPS

Reports

Print reports as needed for office, including but not limited to:

Revenue Projection

Function Report

Assist in preparing detailed report for weekend tours

Office Supplies

Order necessary office supplies needed for barge office, efficiently and within budget.

Brochure Distribution

Track requests for Brochures, distribute if necessary