

Department(s): Sales & Marketing; Land Operations

Reports to: Director of Sales & Marketing & Director of Guide Operations

Uphold and deliver Watermark's Brand Statement:

Brand Essence Statement

Watermark immerses people in the history, culture and fun of the Chesapeake 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. In fact, we originated the idea of giving our guests a truly authentic Chesapeake experience over thirty years ago. And 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 that experience in the most interesting and exciting way.

Summary of Position: Working closely with the Group and School Tour Manager and the Director of Guide Operations, assist in the successful scheduling and execution of Watermark's tours and cruises for private groups, tour operators and schools.

Essential Functions:

- **Sales:**
 - Working with Group and School Sales Manager ...
 - Enter contracts into Starboard Suite booking software
 - Follow up with clients for details of event
 - Dates and arrival/departure times
 - Final head count
 - Contact info
 - Partner products and accompanying paperwork
 - * Lunches
 - * Add-ons (Hogs Head, HHH, AMM, etc.)
 - Payment
 - Meeting groups at tour/cruise start location
 - Updating sales collateral
 - Participate in Saturday morning sales office phone rotation during peak season
- **Guide Operations:**
 - Working with Director of Guide Operations
 - Utilize Starboard Suite, Excel and Google Docs to assist in guide scheduling, reporting, group contracts, payroll and partner shares
 - Communicate changes, cancellations and last-minute information from Sales Office to guides
 - Assist with post-tour Land Ops reports, Weekend Briefings and weekly newsletter as needed
 - Providing weekend operations support on an alternating basis with Director

- **Minimum Qualifications:**
 - Background in hospitality/customer-service industry
 - High school diploma (or equivalent); college degree preferred
 - Strong communications skills: written, spoken, and on the telephone
 - Detail-oriented, even under fast-paced working conditions
 - Flexible and able to shift from task to task as needed
 - Computer-literate with strong skills in Microsoft Office, (Word, Excel, Powerpoint); Contact-management system software; learn event-management system software.
 - Ability to learn quickly and to follow through without detailed supervision.

- **Starting Pay \$20/hour, ~ 40 hours/week**

To apply, email resume and cover letter with introduction to Director of Sales & Marketing Alex Knoll, AlexKnoll@WatermarkJourney.com, subject line Tour Coordinator.