



Position Description – Cape Cod Custom Tours Operations Assistant	
Reports to: Director CCCT	Location: Hyannis
Supervisory Responsibility: None	
Email Resume to: cheryl@hylinecruises.com	
Human Resources: Cheryl Barrows	Date: 4.22.2026

Summary:

The CCCT Operations Assistant provides a wide range of administrative, clerical, and financial processes to support for the company. Responsibilities include, preparing documents using Microsoft, updating materials and information, booking venues and attractions, developing itineraries for tours, maintaining office supplies, account bookkeeping, year-end reports, and off-season preparation for the coming year.

Essential Duties and Responsibilities:

Hourly Position: 35 - 40 Hours per Week
Computer Programs – Microsoft Word, Microsoft Excel, Tour Trac Reservation System
Friendly and Helpful Telephone Skills
Needs to be Very Detail Oriented

Administrative

Prepare proposals, secure any restaurants and attractions that are space sensitive, and record in Forecast, Rooms, and White Star list (when pertinent).
Prepare Final timed itinerary, add all materials for the tour, book in Tour Trac

Guide Support

Beginning each season, invite and arrange for the annual meeting and their availability for the season.
Prepare materials for preseason guide meeting.
Work with HR for returning and new guides.
Work with Director in assigning guides to tours.
Oversee briefing and prepare materials for each.
Time Sheets – review, total and record on recon sheet. Give to Director for approval.
Pick up / Drop off guides when needed.

Office Supplies

Maintain inventory of all office supplies and update expense report.
Call for copier maintenance when required.

Account Bookkeeping / Receivables and Payables:

Prepare deposit slips for checks and record information.

Call cash office and email total deposit amount.

Month End deposit report sent to the Controller / Copy in Deposit File

Approve, code and/or create supplier invoices for payment and once checks are cut prepare the envelopes and documents for mailing.

Year End:

MVSS Tour Trac report to Controller

Prepare 1099 Reports for Subcontractors goods/services (Poyant Studio, John Todd Entertainment, Freelance Guides)

White Star Tours profit statement and Group Summary

Off Season

Maintain the Restaurant and Attraction binders with updated pricing, contact information, and comp policies.

Update new information in Tour Trac, on Restaurant / Attraction price sheet, on all Entrée Count sheets in Word and on Comp Policy list for accounting.

Other Duties: Use of personal vehicle as needed.

Licenses, Registrations, and/or Certifications: Valid Drivers License

Required Education and Experience: High School diploma or equivalent.

Secondary education preferred.

Required Knowledge, Skills, and Abilities:

Must be proficient in Microsoft Office software, including word and excel.

Excellent customer service skills required for in-person and telephone interactions.

Must be detail oriented and can demonstrate math and basic finance skills.

Must be flexible with their schedule as tours are not on conventional work week time frames.

Must be able to safely perform the essential duties for the position, with or without, reasonable accommodation.

Typical Work Environments:

Office environment and outdoors depending on the tour. Use of personal vehicle to fulfill some responsibilities as needed.