



## Riverboat Discovery & Gold Dredge 8 – Seasonal Positions

### Company-wide Job Description

All of our positions at Riverboat Discovery & Gold Dredge 8 have an element of customer service; some more so than others. They can be categorized into two groups, On Stage and Back Stage. On Stage positions have more interaction with our guests, while Back Stage positions have less interaction. However, it is vitally important that every employee (whether On Stage or Back Stage) provides the highest level of customer service possible. As a company, we are committed to create a trip that is a memorable, first class experience for our guests.

The job descriptions and hours range from job to job, but we do not require our employees to come into a department with a specific set of skills in hand; as long as our employees are excited and energetic we can teach them anything they need to know to do their job.

### Seasonal Positions: On Stage & Back Stage

#### “On Stage”

**Retail Sales Associate - Riverboat Discovery** - Retail Sales Associates serve as a customer service representative for visitors to the Riverboat Discovery; assist visitors with purchases; prepare and stock merchandise for sale; perform inventory control duties; organize and distribute merchandise. Perform other duties related to the successful operation of a retail store including cleaning and moderate lifting.

**Dining Hall Associate - Riverboat Discovery** - Dining Hall Associates serve as customer service representatives for visitors to the Riverboat Discovery; provide dining service to guests and meet their needs to ensure a pleasurable dining experience; set up/remove food service items; greet and seat guests in a prompt and courteous manner; reset tables according to service standards; operating commercial dishwashers; ensuring cleanliness of dishes including some polishing of glass for water spot removal; maintain sanitation and safety standards.

**Reservationist - Riverboat Discovery** – Reservationists are in a customer service focused position spending about half of the workday time face to face with our guests and the other half of the day answering phones, responding to emails, giving directions, and other administrative related tasks as directed.

**Guide - Riverboat Discovery** - Guides greet passengers and serve as ambassadors for Alaskan Native culture; conduct the tour of the Chena Indian Village; serve coffee and donuts and assist Deckhands in the snack bar during busy times.



**Deckhand - Riverboat Discovery** - Deckhands cast off at departure and secure the Riverboat Discovery on landing; maintain the safety and cleanliness of the boat; staff the snack bars when passengers are on board; provide general passenger assistance and if necessary, provide emergency first aid until trained EMTs arrive. Mandatory drug testing per the U.S. Coast Guard.

**Village Hand - Riverboat Discovery** - Village Hands maintain the Chena Indian Village; set up and take down props, cabins, and displays used during the tour; perform maintenance and upkeep; feed and monitor reindeer; catch and cast lines during boat landing and departure; push and receive gang planks; greet passengers; clean restrooms and porta potties; monitor inventory of supplies.

**Gold Guides - Gold Dredge 8** - Gold Guides assist visitors with purchases; fill pokes with pay dirt and offer them to visitors; demonstrate gold panning techniques and assist visitors with gold panning; weigh gold and assemble lockets; assist with preparation and clean-up of panning area; sell tickets at the train station; assist passengers with boarding the train; fill in at the gift shop or on grounds maintenance as needed; prepare and stock merchandise for sale; perform inventory control duties; organize and distribute merchandise; perform other duties related to the successful operation of a retail store including cleaning and moderate lifting.

**Train Engineer - Gold Dredge 8** – Train Engineer is responsible for the operation of a diesel and an electric train and the safety of the passengers as well as the maintenance of the trains and train tracks. Reports to the General Manager and President.

#### **“Back Stage”**

**Accounting Clerk - Riverboat Discovery** - Accounting Clerks enter accounts receivable into an accounting program; prepare invoices and journal entries; prepare daily receipts ledgers; post credit card payments to accounts receivable; assist with timekeeping and perform cash counting and reservation support duties.

**Assistant Chef - Riverboat Discovery** - Assistant Chef collaboratively leads, guides, and helps manage the kitchen staff in coordination with the Head Chef and the Operations Manager. Assist Head Chef in keeping track of daily inventory and ordering of products.

**Kitchen Assistant - Riverboat Discovery** - Kitchen Assistants primarily work in our kitchen area with some duties performed in our dining hall. Their duties include operating kitchen cooking equipment to heat fixed menu food; preparing all food for our gift shop café; serving food in the dining hall; maintaining the cleanliness standards required in the kitchen.

**Donut Maker - Riverboat Discovery** - Donut Maker duties include operate the donut-making machine, clean the donut-making machine and Commissary; ensure that donuts are properly produced, boxed and refrigerated.



**Grounds Crew** (Full-time & Part-time) - *Riverboat Discovery* - Full-time (11am - 7:30pm) and part-time (5pm - 7:30 pm) Grounds Crew members clean the Riverboat Discovery and premises twice a day (after the boat returns to the dock at 12:30pm and again at 5:30pm). Duties include dusting, vacuuming, emptying trash, washing windows, cleaning restrooms and miscellaneous warehouse/grounds maintenance duties; some off-site maintenance tasks to be performed as directed.

### **Seasonal Management & Leadership Positions**

Food & Beverage Manager - *Riverboat Discovery*  
Supply Chain Manager - *Riverboat Discovery*  
Boat Operations Manager - *Riverboat Discovery*  
Retail Sales Manager - *Riverboat Discovery*  
Retail Warehouse Manager - *Riverboat Discovery*  
Shipping Manager - *Riverboat Discovery*  
Retail Buyers Assistant - *Riverboat Discovery*  
First Mate & Lead Deckhand – *Riverboat Discovery*  
Grounds Crew Lead - *Riverboat Discovery*  
Outside Ops Lead - *Gold Dredge 8*  
Retail Lead - *Gold Dredge 8*  
Gold Counter Lead - *Gold Dredge 8*  
Reservations Lead - *Gold Dredge 8*  
Warehouse Lead - *Gold Dredge 8*