



## EMPLOYMENT INFORMATION

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Thank you for being interested in working with Stan Stephens Glacier and Wildlife Cruises. We hope that the details included in this packet assist you with understanding our hiring needs, requirements, and processes. If you have additional questions, please feel free to contact us at any time.

Stan Stephens Cruises, Inc. (SSC) employs between 25 – 35 seasonal co-workers each year between the months of May – September. Our co-workers are crucial to the success of our business filling the roles of Deckhands and Reservation crew. Job descriptions for each position are attached.

Please note that when you apply, we are going to ask you specify the dates that you will be available to work as well as any requested time off. We do operate May – September, but we start and end our operations with reduced service. Therefore, if you are not available for the full season, please specify. Our co-workers have a variety of start and end dates.

The following is our hiring schedule for the 2022 season:

- January 7, 2022: Returning Co-Workers deadline to submit their intent to return to work,
- February 28, 2022: Target date to receive all new perspective co-worker applications,
- March 14, 2022: Job Interviews complete for new applicants,
- March 25, 2022: Job offers complete and hire packets mailed.

This is an ideal schedule; however, we will accept applications at any time if positions are still available.

As you apply, please make note of the following employment requirements:

- All employees are subject to pre-employment and random drug testing as required by the US Coast Guard. This testing process includes marijuana.
- All employees will need to show proof of COVID vaccination, including boosters.
- Testing for COVID may take place during summer operations.
- Masking will be required for all employees while working in inside spaces.

Stan Stephens Cruises will provide all necessary training relative to safety, customer service, food handling, computer use and vessel operations. This training will take place online, virtually and in person.

Please submit complete applications via email to Colleen Stephens at [colleen@stephenscruises.com](mailto:colleen@stephenscruises.com) or via mail to Stan Stephens Cruises, PO Box 1297, Valdez, AK 99686.

If you have questions, please email Colleen Stephens at [colleen@stephenscruises.com](mailto:colleen@stephenscruises.com) or contact our office at 907-835-4731.

THANK YOU!



## Job Description :: Senior Deckhand

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The primary responsibility of a Senior Deckhand (SD) is to assist the Master in ensuring the vessel and passengers are safe and that the customers have an unforgettable Alaskan experience. The SD will be relied upon to get the vessel and passengers back to port safely if the Master is unable. This person serves as a liaison between the Master and Deckhands, ensuring that the daily tasks are accomplished so the tour operates successfully. The SD is a required position by the US Coast Guard and general guidelines are outlined in a Navigation and Vessel Inspection Circular or NVIC, specifically NVIC 1-91. In addition, they must learn the history, and geography of Prince William Sound. This is a seasonal position that is based on the individual employee's letter of agreement.

### Job Duties (include but are not limited to):

- Learn, perform and teach safe line handling techniques
- Know and be able to perform and respond accordingly to all positions on the Station Bill
- Know and be able to perform procedures for Person Overboard, Fire Aboard Ship, and Abandon Ship
- Learn and be able to perform First Aid and CPR
- Coordination of the safe preparation and service of meals on board
- Coordination of crew to work in the coffee bar and sell gift shop items, and refer to an inventory list when necessary
- Gain and exhibit knowledge of local history, geology, industry, etc.
- Be able to assist with narration if necessary
- Provide answers to and assist passengers
- Learn and exhibit good customer service skills
- Be alert to all that is going on around you; practice accident prevention
- Be respectful and fair in your interactions; facilitate problem solving
- Be flexible and prepared to react appropriately and promptly to incidents as they arise
- Be familiar with Stan Stephens Cruises' policies and work by them
- Strive to see that all of our customers' expectations are exceeded
- Participate in and assist with safety reviews
- Be able to lift a minimum of 50 lbs.
- Be able to twist, kneel, crawl and climb, as the job requires

### Profile (The person filling this position needs to have the following skills/experience):

- ✓ Certified in CPR/First Aid/AED
- ✓ State of Alaska Food Worker Card
- ✓ No controlled drug-use – is able to pass required drug screenings
- ✓ Customer Service skills
- ✓ Team building/staff management
- ✓ Good communication skills
- ✓ Punctual, reliable and industrious
- ✓ Experience with problem solving
- ✓ Clean and neat in appear



## Job Description :: Deckhand

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The primary responsibility of a Deckhand (DH) is to assist the Master in ensuring the vessel and passengers are safe and that the customers have an unforgettable Alaskan experience. In order to do this a DH must excel in the area of customer service and they must be able to understand the safety procedures on board. In addition, they must learn the history and geography of Prince William Sound. This is a seasonal position that is based on the individual employee's letter of agreement.

Job Duties (include but are not limited to):

- Learn, perform and teach safe line handling techniques.
- Know and be able to perform and respond accordingly to all positions on the Station Bill.
- Know and be able to perform procedures for Person Overboard, Fire Aboard Ship, and Abandon Ship.
- Learn and be able to perform First Aid and CPR.
- Assist with the safe preparation and service of meals on board.
- Work in the coffee bar and sell gift shop items, and refer to an inventory list when necessary.
- Gain and exhibit knowledge of local history, geology, industry, etc.
- Provide answers to and assist passengers.
- Learn and exhibit good customer service skills.
- Be alert to all that is going on around you; practice accident prevention.
- Be respectful and fair in your interactions; facilitate problem solving.
- Be flexible and prepared to react appropriately and promptly to incidents as they arise.
- Be familiar with Stan Stephens Cruises' policies and work by them.
- Strive to see that all of our customers' expectations are exceeded.
- Participate in safety reviews.
- Be able to lift a minimum of 50 lbs.
- Be able to twist, kneel, crawl and climb, as the job requires.

Profile (The person filling this position needs to have the following skills/experience):

- ✓ Certified in CPR/First Aid/AED
- ✓ State of Alaska Food Worker Card
- ✓ No controlled drug-use – is able to pass required drug screenings
- ✓ Customer Service skills
- ✓ Good communication skills
- ✓ Punctual, reliable and industrious
- ✓ Experience with problem solving
- ✓ Clean and neat in appearance



## Job Description :: Reservationist

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A Reservationist at Stan Stephens Cruises is the first contact point our customers have with our company, whether it is in person, on the phone or via an email. Therefore, the primary responsibility of a person in this position is to help customers book a cruise in the Sound. This is a seasonal position that is based on the individual employee's letter of agreement.

### Job Duties (include but are not limited to):

- Answering questions guests have on the phone, in an email or in person.
- Answering questions for traveler's journeys through Alaska and in particular Prince William Sound.
- Learning the reservation system and how to navigate about it.
- Developing an "expert" product knowledge of SSC products.
- Taking reservations.
- Assisting with the on-time departures of each vessel, including passenger check-in.
- Participating in staff meetings.
- Gaining a general knowledge of Valdez, Prince William Sound and Alaska.
- Be able to lift a minimum of 50 lbs.
- Be able to twist, kneel, crawl and climb, as the job requires.

### Profile (The person filling this position needs to have the following skills/experience):

- ✓ Certified in CPR/First Aid
- ✓ Ability to follow Payment Card Industry (PCI) compliance policies
- ✓ Clean and neat in appearance
- ✓ Team experience
- ✓ Organizational skills
- ✓ Multiple task management
- ✓ Computer skills and knowledge
- ✓ Telephone experience
- ✓ Cash handling experience
- ✓ No controlled drug-use – is able to pass required drug screenings
- ✓ Customer Service skills
- ✓ Good communication skills
- ✓ Punctual, reliable and industrious
- ✓ Experience with problem solving





Are you legally eligible for employment in the U.S.? \_\_\_\_\_ Yes \_\_\_\_\_ No

Have you ever been convicted of a Felony? \_\_\_\_\_ Yes \_\_\_\_\_ No  
 (Conviction does not disqualify applicant from employment)



The United States Coast Guard requires our company and all of our staff to participate in a drug testing program, including pre-employment, random, periodic and with cause testing. Do you understand and willingly agree to participate in this program?

\_\_\_\_\_ Yes \_\_\_\_\_ No

**Education**

	Please list school name & location	Years Completed	Graduate or Degree
High School			
College			
Other			

**Employment:** Include summer and temporary jobs.

Employer _____	Position / Title _____
Address _____	Phone Number _____
Supervisor _____	Start Date _____ End Date _____ Wage _____
Reason for leaving:	

Employer _____	Position / Title _____
Address _____	Phone Number _____
Supervisor _____	Start Date _____ End Date _____ Wage _____
Reason for leaving:	

Employer _____	Position / Title _____
Address _____	Phone Number _____
Supervisor _____	Start Date _____ End Date _____ Wage _____
Reason for leaving:	



**Activities:** Please list any groups, teams or clubs you have participated in school or otherwise.  
Let us know your level of involvement and anything else you would like to share.


**References:** These do not need to be employers. For example use a family friend, coach or teacher.

Name _____	Phone _____	Relationship _____
Name _____	Phone _____	Relationship _____
Name _____	Phone _____	Relationship _____

**Information to the applicant:**

Your personal and employment references may be checked. If you have misrepresented or omitted any facts on this application, and are subsequently hired, you may be discharged from your job.

You will be required to supply proof of authorization to work in the U.S. and to participate in our United States Coast Guard mandated drug testing program.

Employment with Stan Stephens Cruises, Inc. is at will which means that the employee or employer can terminate the employment relationship at any time, with or without notice, or for any reason not prohibited by law.

By signing below you agree to all terms stated above and certify that information provided is correct and true to the best of your knowledge.

Signature of applicant: \_\_\_\_\_ Date: \_\_\_\_\_

Submit Application To:  
 Stan Stephens Cruises, Inc.  
 P.O. Box 1297 112 North Harbor Drive  
 Valdez, Alaska 99686