

Coastal Helicopters: Internship

Who WE Are: With over 1 million visitors each year, the summer months in Juneau, Alaska become a bustling destination for travelers and thrill seekers. Coastal Helicopters excitedly shares our unique “pathway to adventure” with those looking to venture off the beaten path - this includes YOU! We are searching to invite passionate, hardworking employees to our team. Whether this is your first time headed north to the Last Frontier or you’ve been in the industry for a while, there’s a place for you! So come take off with us this summer and have an adventure of a lifetime, right along with our guests.

Who YOU Are: The internship role is designed specifically for college students actively enrolled in college courses who are pursuing a career in tourism or a related industry with the purpose of providing students with practical experiences and meaningful opportunities to learn and develop new skills within a supportive team environment alongside a mentor. The most successful learners are:

- Punctual (timely; arrive to work dressed and ready for success)
- Analytically minded (detail-oriented and have operational awareness)
- Professional demeanor (appropriate written/verbal style of communication for a diverse audience)
- Empathetic (able to deliver bad news with kindness and compassion)
- Able to work well in an ever-changing environment (flexible) including following floating daily schedule
- Can prioritize multiple tasks with floating deadlines
- Mature (self-managed, can manage time/tasks with minimal supervision)
- Commanding in nature (can assume control and direct large groups of people)

What YOU Do: Interns will be under the advisement of the Passenger Logistics Supervisor but will have support from the Tour Operations Supervisor. Interns will primarily be based at Coastal’s tour office but will also spend time in downtown Juneau outside. The scope of the role is flexible in nature to meet department/ classroom requirements but responsibilities should scale up in weight to develop ownership and team influence.

Field Experience: Initial focus of the first two weeks of field experience will consist of intensive training within the Tour Department’s daily operations. The shadowing will be broken down between the Passenger Logistics and Tour Operations teams

Week 1: Passenger Logistics - The first week will expose interns to daily operations through the lens of the guest. Time will be spent with drivers, dock representatives, and dispatch.

Week 2: Tour Operations - Spent exclusively with Tour Operations shadowing tour attendants, tour operations specialists, and the lead tour attendant.

Week 3-4: Actively participate in critical daily operations including driving, lead dock repping, and tour attendant. Flex to support reservations when needed.

Supervisory Participation:

Week 5-10:

- Gain familiarity with staff management systems and assist in the upkeep of the biweekly schedule and its distribution.
- Lead safety briefs alongside Lead Tour Attendant
- Work to become AM/PM Shift Lead in support of Dispatch and Tour Operations

Management Development:

Week 10 - End of internship:

- Review training materials; making note of proposed changes
- Review and update onboarding documents (job descriptions, recruiting docs, etc); proposing significant changes
- Support social media and marketing efforts alongside Tour Sales and Marketing Manager

Miscellaneous:

- Weekly 1on1s (check-ins) with Passenger Logistics Supervisor

What YOU Need:

- 18+ years old
- Driver’s license with clean record
- Ability to obtain airport badge with certification
- Customer service experience preferred
- Some operations experience within a fast paced environment preferred

Job Type:

- Full-time, seasonal internship: Ideally interns would be available the entire tourism season (May 1 through September 30) however timing is flexible for those enrolled in online courses, graduating, etc.
- 40-50 hours per week (may vary slightly due to inclement weather/ outside peak season)

Perks of Working with Us:

- Being a part of a team that celebrates together often (cookouts, holiday parties, and other fun activities)
- Access to complimentary tours with participating local operators
- Employee Housing Opportunities for full season workers (some conditions apply)
- Monthly Bonus Opportunities

-Up to \$500 travel reimbursement both ways

-Access to our tours for free and \$50 seat availability tickets for friends and family