

Coastal Helicopters: Lead Tour Attendant

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 Helicopter 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 Lead Tour Attendant role is a stretch role that provides an opportunity to build and develop leadership skills within a supportive team environment. LTAs are humble leaders who take on the toughest tasks for the betterment of the team. They are:

- Punctual (timely; arrives to work dressed and ready for success)
- Analytical thinkers - detail oriented; Safety focused (aware of surroundings)
- Calm in an ever-changing environment
- Independent self-starters
- Empathetic (professional demeanor at all times; able to deliver bad news with kindness and compassion)
- Mature (self-disciplined; can manage time/tasks with minimal supervision; excellent verbal and written communication skills)
- Multi-taskers
- Commanding (assumes control to lead and guide large groups of people; comfortable setting firm boundaries with guests/tour attendants)

What YOU Do: Lead Tour Attendants report to the Tour Operations Supervisor but support Tour Attendants in a leadership capacity. They also work closely with: Fellow Lead Tour Attendants, Tour Attendants, Tour Operations and Dispatch. Their base is the tour office at Coastal Helicopters. Position priorities include:

- Generating and enforcing Tour Attendant’s schedule (breaks, lunches, and assigning aircraft)
- Assuming tour attendant responsibilities as needed
- Ensuring TAs abide by ALL airport and Coastal Helicopter’s safety protocols; loading/unloading helicopters safely and accurately
- Leading daily huddles with tour attendants; be in communication with Manager on Duty regarding any safety concerns
- Assisting in the training and development of new tour attendants
- Delegating opening, closing, bi-weekly, and monthly tasks for Tour Attendants
- Maintaining aircraft schedule; ownership of the active ramp and listen to the tour headset to communicate with pilots if necessary
- Flexing into other duties/responsibilities outside scope of position

What YOU Need:

- 18+ years old with a High School Diploma or GED preferred
- Driver’s license
- At least one season of work at Coastal or experience with aviation and/or high-volume tourism preferred
- Ability to obtain airport badge with driver certification
- Customer service experience
- Ability to lift up to 80lbs, be on feet for most of shift, and walk long distances
- CPR/ First aid certified; available through Coastal

Job Type:

- Full-time, seasonal (May 1, 2024 through September 30, 2024)
- 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