The Municipality of Skagway is accepting applications for part-time and full-time Skagway Ambassador positions. Part-time positions work 0-30 hours per week. Full-time positions work 30 to 40 hours per week. This position will be subject to weekend, evening, holiday duties and occasional overtime hours. This is a seasonal appointment, beginning Spring of 2024 and ending on or before October 31, 2024.

**WAGE RANGE:** Grade 10, Step One – Entry level wage - $25.00 per hour. This position is not eligible for benefits or housing.

**DUTIES:**
This position works under the Port Department at the direction of the Tourism Director, performing a full range of customer service. The essential duties include but are not limited to the following:

- Welcome, greet, and direct visitors according to the visitors’ available time, budget, and interests in a neutral and individualized manner.
- Verify and share comprehensive information about Skagway’s hotels, restaurants, and attractions listed on www.skagway.com.
- Provide excellent customer service and information to visitors and residents at various locations, including offsite events with the public.
- Maintain a well-informed, working knowledge of state and regional destinations, events, attractions, and services.
- Distribute visitor informational materials and other updates as needed.
- Pick up trash, keep Ambassador area neat and tidy.
- Provide a monthly written summary to the Tourism Director detailing specific hours, location of work done, number of visitors assisted, challenges observed, suggested solutions for problems, etc.
- Provide a written report to the Tourism Director at the end of the season summarizing visitor statistics, hours worked, challenges observed, etc.
- Perform other duties as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

- Verbal Skills: Must communicate fluently in English, other languages a plus; strong communication skills over the phone and in person with a diverse group of people.
- Physical Skills: Must be able to sit and stand for long periods of time, walk a moderate distance, lift 30 pounds, stretch, bend, and reach.
- Ability to motivate, train, and work effectively with people of differing backgrounds and cultures.
- Experience in preparing documents, and the ability to speak and write effectively.
- Excellent organizational skills with attention to details and follow through.
- Experience in working with people, responding to inquiries, and demonstrated self-confidence under stressful conditions.
- Knowledge of Skagway and the region.
- Ability to represent Skagway in a friendly and professional manner.
- Hold Valid Alaska Motor Vehicle Driver’s License.

Applicants must submit a completed Municipality of Skagway application form to the borough office or to a.lawson@skagway.org, no later than **4:00 p.m. Tuesday, April 9th.** Contact the borough office at the phone number above or by email at a.lawson@skagway.org for an application or further information. The application can also be downloaded from the website at www.skagway.org.

**POSTED 3/26/2024**

The Municipality of Skagway is an equal opportunity employer.