



Municipality of Skagway

MEMO

TO:	Mayor and Borough Assembly
FROM:	Emily Deach, Deputy Borough Manager
DATE:	January 29, 2024
SUBJECT:	Resolution 24-01R to Add Skagway Ambassador & Trail Crew Laborer

Resolution No. 24-01R proposes to add two new seasonal positions to the Municipality's employee roster. Both positions are funded in the FY24 budget (see attached job descriptions).

Due to the demonstrated need for the contracted ambassadors during the 2023 season, Administration would like to add "Skagway Ambassador" as an official seasonal employment position. Funding for the hired positions is budgeted in the Port Fund for 2024, and the employees will be supervised by Tourism Director Jaime Bricker again this year. The ambassador program was successful in 2023, and staff have identified improvements that it would like to implement for the 2024 season.

Administration would also like to add "Trail Crew Laborer" to the roster. The Municipality currently only has Groundskeeper positions whose primary tasks are maintenance and upkeep of town properties and parks. The Trail Crew Laborer position will focus on maintenance and upkeep of existing municipal trail infrastructure and other duties as needed.

MUNICIPALITY OF SKAGWAY

PORT DEPARTMENT / SKAGWAY VISITOR DEPARTMENT

JOB DESCRIPTION

POSITION TITLE: Skagway Ambassador

POSITION SUPERVISOR: Tourism Director

HIRING AUTHORITY: Tourism Director with confirmation by Borough Manager.

WAGE RANGE: Grade 10, rate of pay at appointment DOE not to exceed the current pay scale step #4

The Ambassador monitors visitor activities, answers general inquiries, and helps direct the public as necessary.

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.

DUTIES:

This position works under the Port and Visitor Departments at the direction of the Tourism Director. 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.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

EEO Statement: We consider applicants for all positions without regard to race, color, creed, religion, national origin or ancestry, sex, sexual orientation, gender identity, age (40 or over), disability, genetic information, veteran status, or any other legally protected status under local, state, or federal law.

SUBMITTED: 1/22/24

MUNICIPALITY OF SKAGWAY

PUBLIC WORKS JOB DESCRIPTION

POSITION TITLE: Public Works Trail Crew Laborer

POSITION SUPERVISOR: Public Works Director

HIRING AUTHORITY: Public Works Director with confirmation of Borough Manager

WAGE GRADE: Grade 11, rate of pay at appointment DOE not to exceed the current pay scale step #4.

The trail crew laborer will work under the direction of the Lead Groundskeeper and the Public Works Director and will perform a variety of tasks related to the operation and maintenance of Municipal trails and grounds.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Experience in trail maintenance and groundskeeping.
- Ability to operate and maintain maintenance equipment.
- Ability to solve problems creatively and to work independently with minimal supervision.
- Physical ability to lift heavy loads.
- Intermediate computer skills desired.
- Hold Valid Alaska Motor Vehicle Driver's License.
- Ability to work outside in extreme weather conditions.

DUTIES:

- Manual labor requiring the use of hand and power tools.
- Operation and maintenance of machinery such as chain saws and other equipment.
- Upkeep/replace bridges on trails.
- Assist Trail Crew Leader in maintenance and construction of trails.
- Groundskeeping duties.
- Facilities cleaning.

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