



Captains are expected to operate the vessels of the Vista Fleet to the highest standards of vessel and passenger safety, in full compliance with all Federal, State and Local regulations as well as all Company policies. Captains work with the crew to meet or exceed the passenger service expectations as set forth by management. Captains of the Vista Fleet are a vital and intricate part of the unique nautical passenger experience that the Vista Fleet provides; they greet every passenger that boards and departs the vessel and provide the narration as needed, including safety announcements and special event or passenger announcements. The Captains are expected to set a positive, professional tone for every cruise. Must have a valid 100 Ton GT license and valid TWIC Card.

### **Responsibilities**

- Thorough knowledge and understanding of operation and safety procedures including, but not limited to, general boat operation, proper handling of the lines when leaving and returning to the dock, man overboard, emergency preparedness, and fire containment. Know boat systems, electrical, plumbing, mechanical, etc.
- Follow security policies as directed by the US Coast Guard and Office of Homeland Security. Observe and report any breaches in Homeland Security to the General Manager (CSO).
- Thorough knowledge of services and options the Vista Fleet makes available to its passengers including, but not limited to, menu options, pricing and schedules, or where to get the information.
- Complete all tasks described on the relevant cruise check list in a thorough and timely manner.
- Maintain an accurate ship's log book and radio log.
- Provide an entertaining narration on lunch and dinner cruises, if the safe operation of the vessel is in jeopardy – such as in poor weather conditions, an alternate narrator will be assigned by the Cruise Supervisor so the captain may focus all his/her efforts on the safe operation of the vessel.
- Responsible for upholding Vista Fleet standards.
- Resolve any problems with customers or employees in a professional manner maintaining Vista Fleet standards.
- Maintain a clean work area, uniform and person.
- Must have knowledge of surrounding area and attractions to effectively answer, or find answers for passengers.
- Perform all tasks as directed by the Management Personnel, Owners, or Governing Bodies.
- Keep confidential the business functions of the company including, but not limited to, financial status, passenger information, and employee issues.
- Treat all people in a positive manner with dignity and respect.
- Carry out all duties in a safe manner.
- Properly handle all accidents and medical emergencies as policy dictates with safety as the first concern.
- Supervise employee and customer relations in the absence of a Cruise Supervisor.

- The captain is responsible for the safety and operational performance of all crew members during vessel mooring and emergencies.
- Take responsibility for overall appearance and operation of the vessels. Report any short comings to management.

### **Necessary Skills**

- Proof of valid 100 Ton GT for western end of Lake Superior to operate the Vista Star.
- Proof of valid FCC Marine Radio License, or proof of application for the license.
- Valid CPR and First Aid Administration Certification, or agreement to attend class provided by Vista Fleet.
- Must be able to communicate professionally with passengers and crew.
- Proof of Valid TWIC Card
- Employee must be honest and able to work with little supervision.

### **Physical Requirements**

- Must be at least 21 years of age.
- Must be able to commute to dock located in Duluth, MN during working season.
- Must be sure-footed and able to stand/walk on feet for 10 hours or more – not to exceed a 12 hour shift in a 24 hour period.
- Must be able to speak, when appropriate, at loud volume in a clear, understandable voice; hear at a basic level; and communicate in English.
- Must have eyesight enabling vision both near and far.
- Must have ability to write clearly.
- Must be able to bend and move in close quarters, stretch arms overhead, climb stairs, and lift and/or carry up to 30 pounds, and lift engine room hatch.

Job Types: Full-time, Part-time

### **Employee Benefits**

Salary: \$20.00 /hour

Other: 20% discount on cruises, charters, concessions and non-alcoholic beverages

2 complimentary sightseeing cruise tickets to use/give away throughout the season