



EMPLOYMENT INFORMATION

Thank you for being interested in working with Stan Stephens Glacier and Wildlife Cruises. We hope that the details included in this packet assist you with understanding our hiring needs, requirements, and processes. If you have additional questions, please feel free to contact us at any time.

Stan Stephens Cruises, Inc. (SSC) employs between 25 – 35 seasonal co-workers each year between the months of May – September. Our co-workers are crucial to the success of our business filling the roles of Deckhands and Reservation crew. Job descriptions for each position are attached.

Please note that when you apply, we are going to ask you specify the dates that you will be available to work as well as any requested time off. We do operate May – September, but we start and end our operations with reduced service. Therefore, if you are not available for the full season, please specify. Our co-workers have a variety of start and end dates.

We will accept applications on a year-round basis for seasonal jobs. Please submit applications as early in the year as you can, positions will be filled as qualified applicants are identified. Ideally, we can complete our hiring process for each summer by March.

As you apply, please make note of the following employment requirements:

- All safety sensitive employees are subject to pre-employment and random drug testing as required by the US Coast Guard. This testing process includes marijuana.
- Testing for COVID may take place during summer operations.
- Masking may be required for all employees while working in inside spaces depending on infection rates and client requirements.

Stan Stephens Cruises will provide all necessary training relative to safety, customer service, food handling, computer use and vessel operations. This training will take place virtually and in person.

Please submit complete applications via email to Colleen Stephens at colleen@stephenscruises.com or via mail to Stan Stephens Cruises, PO Box 1297, Valdez, AK 99686.

If you have questions, please email Colleen Stephens at colleen@stephenscruises.com or contact our office at 907-835-4731.

THANK YOU!



Job Description :: Deckhand

The primary responsibility of a Deckhand (DH) is to assist the Master in ensuring the vessel and passengers are safe and that the customers have an unforgettable Alaskan experience. To do this a DH must excel in customer service and they must be able to understand the safety procedures on board. In addition, they must learn the history and geography of Prince William Sound. This is a seasonal position that is based on the individual employee's letter of agreement.

The Deckhand is considered a safety-sensitive position.

Job Duties (include but are not limited to):

- Learn, perform, and teach safe line handling techniques.
- Know and be able to perform and respond accordingly to all positions on the Station Bill.
- Know and be able to perform procedures for Person Overboard, Fire Aboard Ship, and Abandon Ship.
- Learn and be able to perform First Aid and CPR.
- Assist with the safe preparation and service of meals on board.
- Work in the coffee bar and sell gift shop items and refer to an inventory list when necessary.
- Gain and exhibit knowledge of local history, geology, industry, etc.
- Provide answers to and assist passengers.
- Learn and exhibit good customer service skills.
- Be alert to all that is going on around you; practice accident prevention.
- Be respectful and fair in your interactions; facilitate problem solving.
- Be flexible and prepared to react appropriately and promptly to incidents as they arise.
- Be familiar with Stan Stephens Cruises' policies and work by them.
- Strive to see that all our customers' expectations are exceeded.
- Participate in safety reviews.
- Be able to lift a minimum of 50 lbs.
- Be able to twist, kneel, crawl and climb, as the job requires.

Profile (The person filling this position needs to have the following skills/experience):

- ✓ Certified in CPR/First Aid/AED
- ✓ State of Alaska Food Worker Card
- ✓ No controlled drug-use – is able to pass required drug screenings
- ✓ Customer Service skills
- ✓ Good communication skills
- ✓ Punctual, reliable, and industrious
- ✓ Experience with problem solving
- ✓ Clean and neat in appearance



Job Description :: Reservationist

A Reservationist at Stan Stephens Cruises is the first contact point our customers have with our company, whether it is in person, on the phone or via an email. Therefore, the primary responsibility of a person in this position is to help customers book a cruise in the Sound. This is a seasonal position that is based on the individual employee's letter of agreement.

Job Duties (include but are not limited to):

- Answering questions guests have on the phone, in an email or in person.
- Answering questions for traveler's journeys through Alaska and in particular Prince William Sound.
- Learning the reservation system and how to navigate about it.
- Developing an "expert" product knowledge of SSC products.
- Taking reservations.
- Assisting with the on-time departures of each vessel, including passenger check-in.
- Participating in staff meetings.
- Gaining a general knowledge of Valdez, Prince William Sound and Alaska.
- Be able to lift a minimum of 50 lbs.
- Be able to twist, kneel, crawl and climb, as the job requires.

Profile (The person filling this position needs to have the following skills/experience):

- ✓ Certified in CPR/First Aid
- ✓ Ability to follow Payment Card Industry (PCI) compliance policies
- ✓ Clean and neat in appearance
- ✓ Team experience
- ✓ Organizational skills
- ✓ Multiple task management
- ✓ Computer skills and knowledge
- ✓ Telephone experience
- ✓ Cash handling experience
- ✓ No controlled drug-use – is able to pass required drug screenings
- ✓ Customer Service skills
- ✓ Good communication skills
- ✓ Punctual, reliable and industrious
- ✓ Experience with problem solving



Job Description :: Boat Cleaner

A Boat Cleaner at Stan Stephens Cruises is responsible for the detailed cleaning of the interior and exterior of the vessels. This requires a person who can work independently. This is a seasonal position that is based on the individual employee's letter of agreement.

Job Duties (include but are not limited to):

- Ability to recognize what needs cleaning.
- Ability to focus on details.
- Ability to focus on routine tasks.
- Ability to use tools such as hoses, brushes, cleaning supplies or vacuums.
- Work outside in rain and hot sun conditions.
- Work inside vessels.
- Ability to work independently with little management.
- Be able to lift a minimum of 50 lbs.
- Be able to twist, kneel, crawl, and climb as the job requires.

Profile (The person filling this position needs to have the following skills/experience):

- ✓ Organizational skills
- ✓ Multiple task management
- ✓ No controlled drug-use – is able to pass required drug screenings
- ✓ Is a team player
- ✓ Able to work in the evenings
- ✓ Works independently



Employment Application

_____ First Name _____ Last Name _____ Middle Initial

_____ Mailing Address _____ City _____ State _____ Zip

_____ Physical Address _____ City _____ State _____ Zip

_____ Phone _____ Cell Phone (optional) _____ Email address

Dates of availability for work: Start: _____ End: _____

If necessary for the job, are you over: 14 15 16 18 19 21

How did you hear about us? _____ Employee _____ Advertisement
 _____ Internet _____ School
 _____ Walk-in _____ Job Fair
 _____ Other

Please rank the following positions in order from 1 to 4 in which you would prefer, with 1 being your first choice.

_____ Deckhand _____ Reservations
 _____ Boat Cleaner _____ Captain (if qualified)

Are you currently employed? _____ Yes _____ No

If so, may we contact you present employer? _____ Yes _____ No

Do you have a valid Driver's License? _____ Yes _____ No

Do you have a Commercial Driver's License? _____ Yes _____ No

Do you have a USCG License(s) and/or endorsement(s)? _____ Yes _____ No

License Type: _____
 Endorsements: _____

If applying for a Captain's position, have you ever been subject to license suspension or revocation? _____ Yes _____ No
 (Does not disqualify applicant from employment)



Are you legally eligible for employment in the U.S.? _____ Yes _____ No

Have you ever been convicted of a Felony? _____ Yes _____ No
 (Conviction does not disqualify applicant from employment)



The United States Coast Guard requires our company and all of our staff to participate in a drug testing program, including pre-employment, random, periodic and with cause testing. Do you understand and willingly agree to participate in this program?

_____ Yes _____ No

Education

	Please list school name & location	Years Completed	Graduate or Degree
High School			
College			
Other			

Employment: Include summer and temporary jobs.

Employer _____	Position / Title _____
Address _____	Phone Number _____
Supervisor _____	Start Date _____ End Date _____ Wage _____
Reason for leaving:	

Employer _____	Position / Title _____
Address _____	Phone Number _____
Supervisor _____	Start Date _____ End Date _____ Wage _____
Reason for leaving:	

Employer _____	Position / Title _____
Address _____	Phone Number _____
Supervisor _____	Start Date _____ End Date _____ Wage _____
Reason for leaving:	



Activities: Please list any groups, teams or clubs you have participated in school or otherwise. Let us know your level of involvement and anything else you would like to share.

References: These do not need to be employers. For example use a family friend, coach or teacher.

Name _____	Phone _____	Relationship _____
Name _____	Phone _____	Relationship _____
Name _____	Phone _____	Relationship _____

Information to the applicant:

Your personal and employment references may be checked. If you have misrepresented or omitted any facts on this application, and are subsequently hired, you may be discharged from your job.

You will be required to supply proof of authorization to work in the U.S. and to participate in our United States Coast Guard mandated drug testing program.

Employment with Stan Stephens Cruises, Inc. is at will which means that the employee or employer can terminate the employment relationship at any time, with or without notice, or for any reason not prohibited by law.

By signing below you agree to all terms stated above and certify that information provided is correct and true to the best of your knowledge.

Signature of applicant: _____ Date: _____

Submit Application To:
Stan Stephens Cruises, Inc.
P.O. Box 1297 112 North Harbor Drive
Valdez, Alaska 99686