

# Thames River Heritage Park

ONE RIVER. A THOUSAND STORIES.

## Boat Crew

### Job Description

Thames River Heritage Park (TRHP) boat operator is looking for enthusiastic, friendly, customer-centric, responsible individuals to provide excellent customer service while serving as crew on the water taxi (former navy utility boats) for the summer season's hop-on, hop-off harbor cruises, narrated historic tours and special cruises (fireworks, sunset, full moon) and charters. In this position you play a visible and critical role to connect, support, sustain and promote Thames River Heritage Park - a collection of national and historic sites in Groton and New London, Connecticut, linked by water which capture the history and culture of life along the Thames River. It's a new kind of state park — one without boundaries.

TRHP boat operator, employs lifelong boaters and people new to boating. The boat operator offers extensive training in maritime and hospitality to ensure high standards of safety and customer service. Crew can expect variety in their work; such as assisting their captain in docking a boat, greeting and checking in guests and sharing stories about the history and heritage of the Thames. Crew positions offer you an excellent opportunity to gain sea time and experience toward receiving their captain's license and develop customer relations and public speaking skills.

TRHP boat operator's crew work in a variety of roles. Your primary and most important responsibility is the safety of the passengers followed by providing them an entertaining and enjoyable day on the water. You learn how to safely board and disembark passengers, secure their vessel to the dock, fight fires and rescue a man-overboard. During your day, you will be responsible for ticketing passengers, selling merchandise and providing information on the history and heritage along the Thames to passengers between stops.

When operating the water taxi, captains provide brief narrations on the Thames and the Park's sites and general area information and point out landmarks to the passengers as the boat motors up and down the river. Crew are expected to interact with passengers, answer questions about the area, local events, sell merchandise, distribute the Park's Map & Guide and Boat Tour brochure to passengers, get survey information, and assure passengers have a positive experience.

As crew you serve as the face of the Park (heritage sites) and act as its ambassador or champion. Key to this role is excellent customer service that is personalized, competent, convenient, and proactive. These factors have the biggest influence on the customer experience. Our mutual goal is to ensure that all who visit Thames River Heritage Park have an excellent experience.

## RESPONSIBILITIES

### *Deckhand*

In the role of deckhand you are the junior crew member. Being aware of your surroundings is crucial, as you work with lines and other equipment, working with the captain as s/he brings the ship alongside dock, or to maintain sea safety and lifesaving equipment. You work under the supervision of the captain. In the role of deckhand you are the junior crew member. Being aware of your surroundings is crucial, as you work with lines and other equipment, working with the captain as s/he brings the ship alongside dock, or to maintain sea safety and lifesaving equipment. You work under the supervision of the captain. Responsibilities include, but are not limited to:

- Standing watches underway and in port.
- Maintaining the vessel's deck surfaces and interior spaces.
- Assisting in operations like docking and undocking, securing dock lines.
- Securing cargo and stowing gear.
- Assisting the captain as needed.
- Helping to ensure the safety of passengers and other crew members.

### *Park Ambassador*

As a Park ambassador you support the mission of TRHP Foundation to connect, support, sustain, and promote the Park and its 20+ heritage sites and institutional partners. Responsibilities include, but are not limited to:

- Distributing Map & Guides, tour brochures, and other info about the Park
- Informing guests of TRHPF tours
- Reviewing TRHP event calendar and sharing information with guests about special events, city/town events (Juneteenth Celebration, Sailfest, Fireworks, CT Maritime Heritage Festival, Thursday Eat-in-the-Street) exhibits/programs at Lyman Allyn Art, Custom House Maritime, and Avery-Copp House Museums, etc.
- Distributing and collecting tour radios and surveys on clipboards; neatly packing radios and clipboards in storage bins; filing completed surveys.
- Distributing harbor cruise surveys on clipboards; neatly packing clipboards and unused surveys in storage bins; filing completed surveys.
- Communicate concerns, suggestions, comments that impact the guests' experience to the boat operator manager-on-duty, TRHP coordinator, and/or executive director in order to address and level of the guest experience.
- Selling TRHP merchandise (t-shirts, hats, polo shirts, sun-catchers, etc.) and processing payments.

### *Reservationist*

As a reservationist you process on-site ticket purchases and check-in guests for TRHP-sponsored hop-on, hop-off harbor cruises (water taxi service), narrated tours and special cruises.

Responsibilities include, but are not limited to:

- Greet and welcome guests to TRHP
- Check-in guests using the reservation tool (FareHarbor) on the TRHP iPad
- Process new ticket purchases using the reservation tool (FareHarbor) on the TRHP iPad

### Data Collection

- Assist captain as directed to ensure that the passenger count data is recorded accurately during each leg of the hop-on, hop-off harbor cruises and during each tour in the tool provided by the boat operator.
- Distributing and collecting tour radios and surveys on clipboards; neatly packing radios and clipboards in storage bins; filing completed surveys.
- Distributing harbor cruise surveys on clipboards; neatly packing clipboards and unused surveys in storage bins; filing completed surveys.

### QUALIFICATIONS & SKILLS - must have:

- Excellent customer service while maintaining the highest standards of quality and cleanliness
- Strong communication and problem solving skills
- High attention to detail
- Ability to work in a high-paced environment
- Electronic and computer proficiency
- Ability to maintain a neat, clean & professional appearance
- Availability/openness to work long hours, weekends and holidays during the summer season (June – mid-September) especially Friday evenings through Sunday afternoons.
- Ability to work in adverse weather conditions, including but not limited to rain and heat
- The right candidate must be comfortable on boats and enjoy working with the public.
- Experience with boating and an interest in American history a big plus.

### REPORTS

This position reports to the boat captain and is employed by the TRHP contracted boat operator. Crew are NOT employees of Thames River Heritage Park or Thames River Heritage Park Foundation. TRHP Foundation contracts the boat operator, an Equal Opportunity Employer, to provide the personnel to perform the duties noted in this job description.

### HOURS

Hop-on, Hop-off harbor cruises (water taxi) service and narrated boat tours are typically held on Saturdays and Sunday with crew shifts varying between 8:30 AM – 7:00 PM along with Thursday and Friday sunset and happy hour cruises. Special cruises (fireworks, full moon, etc.) schedules vary. Charters are scheduled based on individual customers' requests.

Interested candidates should complete an [application](https://thamesriverheritagepark.org/crew-application) at <https://thamesriverheritagepark.org/crew-application>.