

# Job Description

## Program Director

Departement	Catering	
Supervisor	Hotelmanager	
Receives instructions from	Hotelmanager, Operation Manager, Land Operation Manager, Program Service Manager	
Gives instructions to	Receptionist, Program Manager Local Tour Guides	
Representative (active)	if necessary Hotelmanager	
Representative (passive)	Program Manager,if necessary Hotelmanager	
Purpose of position	Ensuring guest satisfaction, maintaining the budgetary expenses, coordination of all shore-ex activities, organisation of guest entertainment programs, compliance with the product book and all included programs and services	
Guidelines and Regulations	Job Description, contract, company rules and regulations, Onboard ABC, Uniform regulation, Program Director handbook, catalogue of services, product book Trainings and seasonstart meeting through Viking River Cruises AG	

### Main Duties/ Responsibilities

#### Transfer

- Ensure smooth operation of tranfers (meet and greet at the airport/ transfer/ luggage/ times)
- Organisation of embarkation and disembarkation

#### Administration

- Handling/ control of cruise reports
- Manage and file the vendor vouchers
- Provide guest information (city maps/ handouts/ catalogues)
- Provide the daily programs
- Co-ordinate and assist with passenger departure arrangements (e.g. flight changes)

#### Shore Excursion

- Co-ordination of all excursions (internally/ externally) including Quietvox equipment
- Processing of the optional on board bookings
- Liaise with local supplies (reconfirm reservations, busses, guides etc.) after consultation with the Land Operations Department
- Accompaniment of excursions and walks (with or without local guides)
- Control and monitor implementation and quality of the excursions according to the product book
- Consult with the responsible Land Operation Manager in case of problems, difficulties, emergencies
- Assist with private guest excursions

#### On board entertainment

- Co-ordinate and supervise the on-board musician
- Organise and present guest entertainment (games/ lectures/ presentations) according to the cruise layout
- Responsible for the background music (Radio Park)
- Accomplishment of announcements of information and bridge commentary
- Active guest relations
- Cross Selling
- Maintenance and inventory of the on board library as well as games

#### External entertainment

- Co-ordinate and reconfirm external entertainers

#### General

- Receive and handle guest complaints
- Regular attendance at the informations desk
- Further on the job training fort he Program Manager
- Support the Captain and Hotelmanager with safety drills

### Job Profile

MANDATORY Requirements	PREFERRED Requirements
<ul style="list-style-type: none"> <li>- a minimum age of 25 years is required</li> <li>- perfect in English spoken and written</li> <li>- graduated education in hotel / tourism industry</li> <li>- min. 3 years experience in a similar position / tour guidance</li> <li>- several years experience in leading position, eventually abroad</li> <li>- very good communication skills and guest orientation, natural motivator, good organisation capacity, flexibility, perfect appearance, objectivity as well as team orientation</li> </ul>	<ul style="list-style-type: none"> <li>- other languages are an advantage</li> <li>- experience with American guests</li> <li>- experience as a tour guide</li> <li>- ship experience</li> </ul>