



Riverfront Development Corporation
OF DELAWARE

**PART-TIME BOAT CREW MEMBER NEEDED
DINNER BOAT AND ENTERTAINMENT CRUISES**

Job title: Part-Time Crew Member

Department: Operations

The Wilmington Riverfront is a thriving destination rich in history and filled with recreational, cultural, retail and culinary attractions. The Riverboat Queen Dinner Boat creates long-lasting memories and great experiences for our guests. Our unsurpassed customer service and support allow us not only to meet, but exceed expectations.

Run tours up to 5 days/week, Sunday- Saturday

Seasonal: April 13-October 28, 2018

Job Summary:

The Crew Member will greet all guests and ensure each guest is attended to in an appropriate manner ensuring consistently high levels of safety, quality, service, and guest satisfaction, while maintaining a high level of profitability.

Essential Functions:

Crew will ensure adherence to procedures detailed in the Management Guide.

- Is responsible to the Captain, under the guidance of the Deckineer.
- Thorough pre-cruise preparation, and adherence to cruise scripts
- Participate in pre-cruise meetings regarding the cruise (special needs, boarding procedures, etc.)
- Adherence to all Coast Guard rules and regulations
- Gather pertinent cruise event details from the other departments to ensure special guest requests are fulfilled
- Ensure that staff and guests adhere to all safety standards and procedures
- Participate in the execution of the Safety Program, including emergency drills
- Participate in the proper maintenance of all ship's systems and boarding facilities including but not limited to gangways, fire suppression, communications, and navigation



Riverfront Development Corporation
OF DELAWARE

**PART-TIME BOAT CREW MEMBER NEEDED
DINNER BOAT AND ENTERTAINMENT CRUISES**

Essential Functions Continued:

- Ensure adherence to Coast Guard rules and regulations, and other federal and local rules and regulations
- Ensure strict compliance to Emergency Response Plan
- Execute other projects as assigned by management
- Participate in collateral duties as assigned by RDC Management: uniforms, crew training, safety training, and routine vessel maintenance
- Develop positive working relationships with Captain, Deckineer, and department heads
- Complete all shift records: checklist, and documentation of safety training
- Attend all scheduled meetings

Accountabilities:

The Crewmember will personally contribute to the unforgettable guest experience, be favorably viewed by Captain and peers, and be swift and efficient in the execution of their assigned duties. Performance will be measured by quality, service, safety, management evaluation, and feedback from RDC management, peers, and guests.

Job requirements and physical requirements:

- High school diploma or GED equivalent required
- Minimum of —preferably to include two (2) years as event caterer staff with an outstanding record
- Some boat equipment experience preferred
- Ability to bend, squat, stoop, crawl, and knee
- Perform prolonged standing
- Ability to turn head from side to side and about the vertical axis
- Ability to turn body at the waist from side to side and about the vertical axis
- Lift/push/pull 50 lbs. to 75 lbs. on an occasional basis
- Lift/push/pull up to 20 lbs. on a frequent basis
- Must have the ability to climb in a safe manner (climbing as a minimum includes stairs, scaffolding, ladders and ramps)
- Demonstrate the ability to safely and appropriately use required equipment



Riverfront Development Corporation
OF DELAWARE

**PART-TIME BOAT CREW MEMBER NEEDED
DINNER BOAT AND ENTERTAINMENT CRUISES**

Job requirements and physical requirements continued:

- Demonstrate good balance while working on uneven surfaces and maneuvering obstacles
- Possess sufficient handgrip and coordination to carry and operate catering equipment
- Ability to utilize personal protective equipment (closed toe shoes, safety glasses, ear plugs, goggles, respirator, safety harness, safety lines, floatation gear, etc.) safely per OSHA standards
- Ability to work in inclement weather conditions including heat, humidity and sun
- Able to work in an environment where you are occasionally exposed to fumes and/or airborne particles, toxic or caustic chemicals
- Ability to enter small spaces, openings and work in confined spaces
- Able to respond to verbal and audible sounds/commands with the Captain and Deckineer
- Able to utilize adequate visual skills
- Ability to fully extend the arm or arms while reaching overhead, reaching out, reaching to the side and reaching down with tools and/or equipment
- Ability to perceive attributes of an object/materials such as size, shape, temperature and texture
- Observe all safety signs, notices and understand safety procedures, and attend safety meetings
- Eager and energetic person with the ability to work flexible hours
- Professional appearance, and the ability to follow directions in a professional manner
- Team player attitude is necessary
- Line handling
- Basic navigation (including radar, and chart plotter)
- Survival, safety, and damage control equipment
- Emergency and casualty control
- Watchstanding and communications.
- First aid
- Able to communicate effectively in oral and written form
- Able to effectively deal with internal and external guests some of whom will require high levels of patience tact and diplomacy
- Ability to establish and maintain effective working relationships
- Ability to analyze and solve problems



Riverfront Development Corporation
OF DELAWARE

**PART-TIME BOAT CREW MEMBER NEEDED
DINNER BOAT AND ENTERTAINMENT CRUISES**

Job requirements and physical requirements continued:

- Per DOT regulations, must submit to pre-employment and ongoing random drug and alcohol testing
- Each candidate must submit to a pre-employment background check.
- Per USCG regulations, must be a US Citizen or Permanent Resident
- Must have a valid US Driver's License and pass a Motor Vehicle Record history check

Riverfront Development Corporation is an equal employment opportunity employer. We adhere to a policy of making employment decisions without regard to race, color, religion, sex, national origin, citizenship, age, disability, or any other classification protected by applicable law.