

HOTEL OPERATIONS

	Job Description	Effective:
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POSITION TITLE	Seasonal Youth Counselor	POSITION GRADE	See Grid
MANAGER'S TITLE	Youth Program Supervisor	DEPARTMENT/DIV	Hotel/Cruise Staff

POSITION SUMMARY

Under the direction of the Youth Program Supervisor, the Seasonal Youth Counselor is responsible for the supervision and control of all youth and teen activities as it relates to the Passenger Programs and Entertainment Department.

In order to consistently exceed guest expectations and provide the highest levels of product and services, additional duties and responsibilities may be assigned as needed.

NCL'S PHILOSOPHY OF S.T.Y.L.E. – Service Teamwork and Yes Lead to Excellence

In accordance with Norwegian Cruise Line philosophy, all team members work together sharing in a common goal of a successful, profitable and innovative company. Team members are to demonstrate integrity, fairness and honesty. These are our core values that we will live by in our daily interaction with all of our external and internal customers. All team members are to demonstrate and role model all the principles of S.T.Y.L.E.

PRINCIPLES OF STYLE

Service, Value, Innovation, Shareholder Value, Health/Safety/Environment, Community Involvement

MOTTO

We are selling vacations and delivering dreams

ESSENTIAL FUNCTIONS

- As a member of the cruise staff, the seasonal youth/teen counselor is responsible to assist in discharging any of the scheduled social, entertainment or recreational activities, ensuring that each event takes place safely and promptly as scheduled.
- It is the responsibility of the seasonal youth/teen counselor to ensure the accuracy of all printed material that is submitted to all youth/teen guests.
- All seasonal youth/teen counselors are responsible for assisting with storage, inventory and ordering of all equipment, supplies, gifts and prizes, which are specifically utilized in the youth/teen program.
- Each seasonal youth/teen counselor must have the ability to serve as an effective Host/Hostess. Each seasonal youth/teen counselor must have the ability to work as a team member in cooperation with other cruise staff members, as well as with all other shipboard departments.
- It is the responsibility of the seasonal youth/teen counselor to be accessible to and approachable with guests. He/She must be capable of being a patient listener while making guests feel at home.
- Must be familiar with the Safety and Environmental Protection Policy and the SEMS, and carry out the policies and procedures appropriate for his/her position.

DIMENSIONS

- Must be able to provide quality service for a large passenger vessel that can include from 1,000 to 3,000 guests including from 600 to 1,000 youth.
- Must be able to speak publicly and conduct games, events and other activities for a variety of age groups, from small children, to teens.

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NATURE AND SCOPE

- Seasonal Youth Counselors generally work under the direction of the Permanent Youth Counselors to develop their skills in conducting youth activities.
- Seasonal Youth Counselors report to the Youth Program Supervisor directly and to the Assistant Cruise Director and Cruise Director, indirectly.
- Responsible for the supervision and control of all youth/teen guests in all entertainment-related activities.

QUALIFICATIONS

- 2 yrs experience recreation/education ages 2-17 required.
- Extrovert, quick and critical thinker, witty, personable, and articulate. Must be service oriented and have the ability to take direction.
- Although not an absolute prerequisite, prefer proficiency in ability to read, write and effectively communicate in one language in addition to English.
- CPR/First-Aid certifications valid for one year.
- Proficiency: Microsoft Word, Microsoft Excel and Microsoft Outlook

EDUCATION

Bachelor's Degree or equivalent.

ATTRIBUTES

- Passionate about hospitality and customer service driven
- Must have a professional appearance and good hygiene
- Respect for all co-workers and guests
- Pride in your work by creating positive energy, excitement and fun
- Able to work 7 days a week
- Demonstrate positive behaviors; smiling, being polite and courteous
- Able to develop a camaraderie with team members
- Ability to live in close quarters, share limited space with other cabin-mates

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job, all team members are required to stand; walk long distances on the ship; use hands to touch, handle or feel; reach with hands and arms; talk or hear and taste or smell. All vessel positions require repetitive motion of bending, climbing, going up and down stairs and lifting more than 25 pounds. This job requires specific vision abilities to include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.
- All team members must be physically able to participate in emergency life saving procedures and drills. All vessel positions require full use and range of arms and legs as well as full visual, verbal and hearing abilities to receive and give instructions in the event of an emergency including the lowering of lifeboats.
- Work within different temperature changes—indoors to outdoors.
- Able to pass basic safety course.
- This is a minimal description of duties. Other work requirements may be necessary and assigned as business or maritime law dictates.

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