



Employment Opportunity

Passenger Coordinator

The White Pass & Yukon Route is a dynamic company with a rich history that is currently hiring for the position of Passenger Coordinator.

The position of a Passenger Coordinator will work directly with the Executive Director of Passenger Operations and will be responsible for coordinating aspects of passenger operations to include transportation, catering, staff scheduling, tour partner and cruise relationships. This is a year-round position which includes a full benefit package. The job will require long working days throughout the operating season. Onsite availability is required from April 1st to November 1st.

This is an exciting and fast-paced position with diverse and fulfilling opportunities for the successful applicant.

ESSENTIAL DUTIES

- Verify and load all tours and excursions into custom White Pass reservation and operating program.
- Assist in planning, hiring, and organizing seasonal passenger operations team.
- Serve as a point of contact for communications with tour partners and cruise ship excursion teams.
- Work daily with cruise lines on tour blocks and rail space management.
- Coordinate and order daily transfers and catering.
- Exercise sound judgement and decision making in resolving conflicts or escalating issues when necessary.
- Coordinates work schedules.
- As needed, work on pier assisting with passenger coordination, ticket scanning and train loading.

QUALIFICATIONS

- Customer service experience required. Minimum of 2 years of forward-facing experience in the tourism industry.
- Excellent communication skills, both written and verbal, with the ability to interact effectively with multiple parties.
- Strong organizational and time management skills.
- Adaptability and flexibility to respond to changing priorities and requirements with the ability to navigate and deescalate challenging scenarios.
- Proven experience with attention to detail.
- Proven ability to manage a team.
- Positive and can-do attitude with the ability to work independently, as well as collaboratively within a team.
- Must be able to lift 25lbs regularly and 50lbs occasionally.
- Valid driver's license required.

White Pass offers competitive benefits and wages.

Applicants are encouraged to submit a resume and cover letter to Executive Director of Passenger Operations Vickey Moy at vmoy@wpyr.com by February 28th. A job application can also be filled out at <https://wpyr.com/company-info/jobs/>