

Position Description: Host

Work with On Board in some of Tasmania's most spectacular wilderness areas, where every day is a different adventure – led by you.

On Board offers bespoke expedition cruises to Tasmania's remotest corners, including the world-heritage wilderness of Port Davey, southwest Tasmania. Our 4 and 6-night wilderness experiences are intimate and immersive, led by a small, talented team who cherish and care for Tasmania's wild places – and who want to share them with like-minded travellers who have a taste for adventure.

On Board, which has been operating since 2015, is Tasmanian-owned and family-run. Expeditions are conducted from a 24m expedition catamaran, which hosts up to 12 guests, led by a crew including Skipper, Lead Guide, Host & Chef. Each day, guests explore the wilds on tender and shore excursions – then retire to the comforts of a brand-new expedition vessel to enjoy fine Tasmanian fare and wine from a soft lounge.

On Board is recruiting now for trips departing from December to May. Rosters require a minimum commitment of 5 days per trip. Over the season, crew members may do between two or ten trips, depending on preference and availability.

We're seeking a down-to-earth and enthusiastic Host with a keen eye for detail and a sense of adventure.

Given the remote locations we operate in, you'll have a can-do attitude and exceptional problem-solving skills. Excellent customer service and time management skills are also important, as well as a passion for delivering the very best experience for our guests, going above and beyond to ensure our bucket-list journey is memorable and meaningful. The ability to form strong connections and provide individual, quality attention and warm interactions with our guests is essential.

The Host is directly responsible for the comfort, service, hospitality, and entertainment of all guests during their expedition, especially whilst on board the vessel Odalisque. Responsibilities include management and delegation of housekeeping and bar service. Our Host is also hands-on in delivering the day-to-day guest activities, supporting the Lead Guide to design the daily itinerary and take guests into the wilderness tender and shore excursions in the wilderness.

The ideal candidate for this key role will have the following skills, experience & qualifications:

- Excellent time management and impeccable attention to detail
- Hospitality experience including knowledge of a variety of wines & cocktails
- Well-developed customer service, leadership, and teamwork skills
- Passion for nature, people and providing exceptional experiences
- Unflappable under pressure and ability to resolve conflict in a calm, proactive manner
- Great verbal communication skills and a warm and relaxed, yet professional demeanor
- Wilderness guiding experience (non-essential)
- Coxswain Grade 1 Ticket (non-essential)
- Responsible Service of Alcohol (RSA) certificate or ability to obtain
- Working with vulnerable people registration or ability to obtain
- Provide First Aid certificate

Duties & responsibilities include:

- Ensuring the comfort, service, hospitality, and entertainment of all guests
- Housekeeping including maintenance of guest & crew cabins, day accommodation areas & bathrooms
- Laundry operations
- Prompt and attentive drinks service, bar management, and alcoholic beverage stock takes
- Liaise with Lead Guide and Skipper when planning daily schedules and activities
- Assist Lead Guide in guiding guests on water and land-based excursions and activities, ensuring guest comfort and safety
- Provide guests with knowledge about the destination's history, flora & fauna, wildlife & places of interest
- Ensure safe operation of tender vessels (6m aluminium "tinnies")
- Video logging of excursions and activities
- Receive, manage and action any complaints/issues from the crew and guests alongside Skipper
- Review checklists daily and make sure tenders, guides, and guests are organized
- Daily communication with Hobart office from vessel, in conjunction with Skipper
- Responsible for all medical stocks, office stationery, cleaning equipment, and ordering
- Promote/manage merchandise stocks and sales
- Promote/capture interest in future bookings while on board and pass them on to the Hobart office
- Assist in the preparation and service of meals
- Assist in deck and vessel activities
- Be willing, able, and responsible to undertake duties in emergency situations

To find out more or express your interest in the position, please send an email to hello@onboardexpeditions.com.au