

## Job Description

**Position title: Photographer**

**Department: In-House Photo**

**Position reports to: Photo Manager**

**Number of stripes: 1**

**Direct reports: None**

### **Position Summary:**

The Photographer is responsible for photographing daily events, including, but not limited to embarkation, gangways, dining rooms, portraits and any other events that may require a photographer to be present to document the event(s). Photographers will also work on gangways or in other areas “in character” as a photo mascot. Photo Gallery duties include delivering excellent customer service while handling sales of photo and retail items, and ensuring products are well displayed and merchandised to company standards.

This position description in no way states or implies that these are the only duties to be performed by the shipboard employee occupying this position. Employees may be required to perform any other job-related duties assigned by their supervisor or management. All duties and responsibilities are to be performed in accordance with the Company's Safety, Quality and Environmental standards.

### **Competencies:**

#### **Job skills/results**

#### **Business Acumen**

- Photograph events onboard and ashore as required, always being proactive to maximize image counts and image quality in order to meet established performance goals
- Wear mascot costumes inside/outside the ship for photo shoots, engaging guests with lively energy and enthusiasm at all times
- Deliver excellent customer service at all times by presenting a friendly, warm and calm attitude towards guest and continuously following the highest standards.
- Proactively assist guests in the Photo Gallery in locating their photos to maximize sales of photos and retail products.
- Proactively strive to enhance photography and sales skills to achieve sales and image capture performance targets on a regular basis.
- Follow trained departmental and shipboard environmental rules and regulations.
- Use a range of photographic equipment, including but not limited to digital SLR cameras, portrait studio equipment, computers and image editing software.
- Assist with set up, breakdown and storage of the Portrait Studio equipment.

- Assist with set up and breakdown of photo gallery retail displays, marketing materials, and photographs. Help maintain photo gallery and sales areas clean and organized as per company operating procedures.
- Proactively promote photo services and products when interacting with guests

## **Leadership skills**

### **Leads with Passion, Drive and Energy**

- Promotes team unity at all levels within the Photo Team and collaborates well with shipboard and shoreside management
- Shows motivation to learn and grow in the department.

### **Acts with Integrity**

- Maintains guests' and employee confidence and protects the organization's reputation by keeping guest and company information confidential. Enhances department and company reputation by accepting ownership and accomplishing a diversity of requests while exploring opportunities to add value to job accomplishments
- Creates a climate of trust and mutual respect

### **Qualifications:**

- Minimum of six months experience as a photographer required, preferably in a high-volume souvenir photography business.
- Strong demonstrated knowledge and understanding of photographic exposure, composition and focus is essential.
- Must be able to use a modern Digital SLR camera, hot-shoe mounted flash and other professional equipment.
- Basic knowledge and experience to operate basic computer systems and touch-screen kiosks is required.
- Ability to effectively deal with internal and external guests, some of whom will require high levels of discretion, patience, tact and diplomacy
- Knowledge of principles for providing exemplary customer service including problem resolution and achievement of quality service standards
- Must be able to work independently and function under pressure in a deadline oriented, fast paced environment for extended periods.
- Must enjoy working with the public in a busy, active and sometimes noisy environment.

**Language Requirements:**

- Excellent ability to speak English clearly, distinctly and cordially
- Excellent ability to understand, read and write English in order to interpret written procedures, policies and manuals. This includes the ability to give and receive instructions in written and verbal forms and to effectively present information and respond to questions from guests, supervisors and co-workers.

**Physical Requirements:**

- While performing the duties of this job, the shipboard employee is regularly required to stand; walk; use hands to touch, handle, or feel; reach with hands and arms; talk or hear; and taste or smell. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus
- Extensive travel from ship to ship with varying accommodations and resting opportunities require good health. Active management of health through diet and exercise is a key for prolonged success in the position
- All shipboard employees must be physically able to participate in emergency lifesaving procedures and drills. Full use and range of arms and legs as well as full visual, verbal and hearing abilities are required to receive and give instructions in the event of an emergency including the lowering of lifeboats. The employee must have the ability to lift and/or move up to 50 pounds