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| | Job Description | | Effective: |
| POSITION TITLE | Seasonal Youth Counselor | POSITION GRADE | N/A |
| MANAGER'S TITLE | Youth Program Manager | DEPARTMENT/DIV | Cruise Programs |

POSITION SUMMARY

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.

NORWEGIAN CRUISE LINE'S VISION AND MISSION

VISION

Be the cruise line of choice.

MISSION

To provide a consistently superior cruise vacation by exceeding customer expectations and embracing our passion for innovation that delivers freedom and value for our guests, travel partners, team members and shareholders.

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ESSENTIAL FUNCTIONS

- As a member of the Cruise Staff, the Seasonal Youth/Teen Counselor is responsible for knowing all content of and implementing any/all 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 maintenance 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.
- Meet & Greet Guests upon embarkation. Assist with private parties and functions. Assist with any guest requests.
- Performs other related duties as assigned or as directed. The omission of specific duties does not preclude the supervisor from assigning duties that are logically related to the position.
- 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.



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DIMENSIONS

- Able to lift at least 50 lbs.
- Climb on step stool or ladder in order to complete elements of job or facilitate maintenance issues.
- Bend, lean and stoop without hindrance.
- Fine motor skills.
- Use stairs often.
- 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.

NATURE AND SCOPE

- Responsible for the supervision and control of all youth/teen guests registered and participating in scheduled programs.
- The incumbent must be able to work in a multi-cultural environment; also, must be able to adjust to changes in schedules, assignments and deadlines.

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QUALIFICATIONS, EDUCATION AND ATTRIBUTES

QUALIFICATIONS

- Intermediate to Advanced level English verbal and writing skills, including the proper use of English grammar is required.
- Intermediate to Advanced skills in typing and computer software skills (Microsoft Word, Excel, Fidelio Cruise, Micros) is required.
- Intermediate verbal and writing skills in at least one other language such as German, Spanish, French or Italian is preferred.
- Two years of experience in recreation/education for children with ages ranging from 2 – 17 years is required.

EDUCATION

- 2 years college degree in related field or equivalent in experience.
- Current and valid CPR/First-Aid certification is required.

ATTRIBUTES

- Extrovert, quick and critical thinker, witty, personable, and articulate.
- Must be service oriented and have the ability to take direction.
- 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



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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, hear, taste and 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.