



(manual section is applicable for above companies)

HUMAN RESOURCES
Chapter 8 - .05 Divers

Revision 133 : March/28/2017

8.05.03 Dive Instructor

Position Description

Position Title: Dive Instructor
Effective Date: 11/08/01

POSITION SUMMARY

Coordinates the SeaTrek program onboard the vessel and on the islands. Provides guided tours, instruction and promotes rentals on the islands.

ESSENTIAL DUTIES AND RESPONSIBILITIES

All duties and responsibilities are to be performed in accordance with Royal Caribbean International’s Gold Anchor Standards, SQM standards, USPH guidelines, environmental, and safety policies.

Each shipboard employee may be required to perform all functions in various venues throughout the ship and on the islands.

1. In accordance with Royal Caribbean International’s philosophy of *Anchored in Excellence* , each employee conducts oneself in a professional and courteous manner at all times. This consists of physical and verbal interactions with guests or fellow shipboard employees and/or in the presence of guest contact and crew areas.

Shipboard Related:

2. Onboard the vessel, works daily shifts promoting and selling SeaTrek activities for the islands and various shore excursions. Provides information regarding the ports of call, shore excursions and general information regarding the vessel.
3. Conducts PADI scuba diving courses consisting of classroom and pool activities, according to PADI regulations and SeaTrek Program guidelines.
4. Receives, loads and stores shipments for the SeaTrek program.

5. Accompanies guests on scuba diving and snorkeling excursions, within the SeaTrek program. Assists the tour operator and guests with equipment orientation and proper fitting of the equipment. Monitors tour operators to ensure quality controls and standards are met. Reports issues or problems to Shore Excursion Manager or other appropriate party.

Island Related:

6. Prepares the Dive shop for the day's activities. Issues snorkeling equipment to guests participating in the SeaTrek program. Promotes and sells products and services such as wave runner and kayak rentals.
7. Conducts orientations to inform guests of the island facilities, the snorkeling area and the operation of the various equipment. Walks around the island to assist guests and provide general information. Responds to any type of emergency.
8. Conducts guided snorkeling and or scuba diving tours in the assigned areas. Instructs guests of the proper use of the snorkeling equipment. Guides guests through the waters and identifies marine life. Maintains a constant awareness of the guests' whereabouts and their safety. Responds to any type of emergency. Performs life saving procedures and CPR.
9. Conducts guided wave runner and kayak tours. Instructs guests of the proper use of the equipment. Guides guests along the tour route and identifies wild life and points of interest. Maintains a constant awareness of the guests' whereabouts and their safety. Responds to any type of emergency. Performs life saving procedures and CPR.
10. Participates with SeaTrek team members in the parasail operation. Provides guests with instruction, orientation and ensures the guests are properly wearing the flight harness and personal floating device (PFD) equipment. Maintains a constant awareness of the guests' whereabouts and their safety. Responds to any type of emergency. Performs life saving procedures and CPR.
11. Maintains a regular schedule to clean, service and store all snorkeling, diving and related water sports equipment. Conducts regular maintenance on the boats and engines. Builds or repairs structures related to the SeaTrek program such as floating docks, buoy lines, lifeguard stands, etc. Performs regular inventory of all equipment and supplies. Maintains VHF radio equipment in good working order.
12. Participates in rescue training according to established procedures.
13. Tests new snorkeling, diving and water sports equipment promoted by manufacturers. Prepares a detailed written report to the shoreside department regarding the feasibility of purchasing the equipment for the SeaTrek program.
14. Participates in maintaining a clean working and living environment on the island.

Participates in the weekly unloading of provisions from the vessels.

Overall:

15. Operates all activities within the SeaTrek program in accordance with the Aquatics Department.
16. Attends meetings, training activities, courses and all other work-related activities as required.
17. Performs related duties as required. 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. Shipboard employees will be required to perform any other job-related duties assigned by their supervisor or management.

QUALIFICATIONS

Minimum hiring, language and physical requirements to perform the job.

Hiring Requirements:

- Professional Association of Diving Instructor (PADI) Open Water Scuba Instructor certification is required.
- Minimum of 50 certifications required for vessels offering PADI Scuba Instruction classes.
- CPR certification and life saving certification from the American Red Cross or similar certifying organization.
- Proof and possession of PADI insurance from *Vicencia and Buckley* of the USA, with the additional insured listed as “Royal Caribbean Cruises Ltd. and Subsidiaries and Affiliates.” Liability coverage required is US\$1,000,000 for bodily injury & property and US\$2,000,000 for combined single limit and annual aggregate.
- Previous sales experience with the ability to sell, up-sell and/or cross-sell products and services.
- Ability to apply customer service skills, according to Royal Caribbean International’s Gold Anchor Standards, when interacting with guests and coworkers.
- Ability to operate and perform maintenance on a variety of water and boating equipment such as boats, wave runners and kayaks, etc.
- Completion of high school or basic education equivalency preferred.

Language Requirements:

- Ability to speak English clearly, distinctly and cordially with guests.
- Ability to read and write English in order to understand and interpret written procedures. 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.
- Ability to speak additional languages such as Spanish, French or German preferred.

Physical Requirements:

- The completion of all the following physical requirements are necessary and need to be completed in less than two hours. This must be demonstrated upon the arrival to the first assignment and 3 times a year thereafter. All job offers are contingent upon the successful completion of these requirements.
One mile run: ability to complete a one-mile run in eight (8) minutes or less.
Push-ups: ability to complete thirty-five (35) consecutive push-ups. The modified knee version is an option available to women candidates.
Sit-ups: ability to complete fifty (50) consecutive repetitions.
400 yard swim: ability to swim 400 yards, in nine (9) minutes or less, while demonstrating at least three (3) different swim styles, the crawl or freestyle, breast stroke and side stroke. The majority of the distance can be completed by crawl or freestyle strokes.
1,000 yard snorkel swim: ability to swim 1,000 yards in nineteen (19) minutes or less, using a mask, snorkel and fins.
Tow Inert Swimmer: ability to wear a mask, fins and vest, to tow an inert swimmer 50 yards while performing mouth-to-mouth rescue breathing. Once on land, CPR procedures must be performed.
- 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.
- All shipboard employees must be physically able to participate in emergency life saving 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. Ability to lift and/or move up to 50 pounds.

Related Entries:

Related Chapters:

END OF SECTION