



Job Description: Deck hand

Location: Shearwater Resort, Denny Island, British Columbia

Employment Type: Full-Time or Part-Time

Reports To: Water Taxi/Sea Bus Manager

About Shearwater Resort

Shearwater Resort, owned and operated by the Heiltsuk Nation, is a premier eco-tourism destination in the heart of British Columbia's Great Bear Rainforest. The Water Taxi and Sea bus operations are essential services that connect guests, local residents, and marine travelers. Deck Hands play a vital role in supporting these operations by ensuring the safety, cleanliness, and efficiency of vessel activities.

Position Overview

The Deck Hand is responsible for assisting the captain and crew in the daily operations of the water taxi and sea bus services. This includes maintaining vessel cleanliness, assisting passengers, securing cargo, and ensuring safety protocols are followed. Reporting to the Water Taxi/Sea bus Manager, the Deck Hand is a key team member contributing to the smooth operation of Shearwater's marine transportation services.

Key Responsibilities

Vessel Operations

- Assist with the safe boarding and disembarking of passengers, including handling luggage and equipment.
- Secure cargo and supplies to ensure proper stowage and safety during transit.
- Support the captain in vessel operations, including monitoring for hazards and assisting with navigation tasks as required.

Safety and Compliance

- Conduct safety checks before, during, and after trips to ensure all equipment and systems are functioning properly.
- Follow all safety protocols, including those related to fire prevention, life-saving equipment, and passenger safety.
- Assist in emergency procedures, such as man-overboard recovery or vessel evacuation, as required.

Maintenance and Cleanliness

- Maintain the cleanliness and orderliness of the vessel, including passenger areas, decks, and equipment.

- Perform routine maintenance tasks, such as cleaning surfaces, checking ropes and fittings, and lubricating moving parts.
- Report any mechanical issues or maintenance needs to the Water Taxi/Sea bus Manager.

Customer Service

- Provide a friendly and professional experience for passengers, answering questions and addressing concerns.
- Offer information about local attractions, eco-tourism opportunities, and Shearwater Resort services.
- Foster a welcoming atmosphere, ensuring passengers feel safe and valued during their journey.

Team Collaboration

- Work closely with the captain and other crew members to ensure smooth vessel operations.
- Assist with loading and unloading cargo, supplies, and fuel as required.
- Communicate effectively with the Water Taxi/Sea bus Manager to ensure schedules and operations run efficiently.

Qualifications

Education and Experience

- High school diploma or equivalent required.
- Marine Emergency Duties (MED) certification preferred but not required; training can be provided.
- Experience working on boats or in marine environments is an asset but not mandatory.

Skills and Competencies

- Strong teamwork and communication skills to collaborate effectively with crew and passengers.
- Physical fitness and stamina to handle cargo, ropes, and equipment in various weather conditions.
- Basic understanding of marine safety practices and procedures.
- Positive attitude and willingness to learn new skills and responsibilities.

Key Attributes

- Dependable and punctual, with a strong work ethic.
- Adaptability to work in a dynamic and remote environment.
- Passion for providing excellent service and maintaining safety standards.

Working Conditions

- Based at Shearwater Resort, Denny Island, BC, with regular travel to surrounding locations.
- Work involves exposure to varying weather conditions, including rain, wind, and cold temperatures.
- Flexible shifts, including weekends, holidays, and on-call availability.

Compensation and Benefits

- Competitive hourly wage based on experience.
- Staff accommodations may be available for the right candidate.
- Opportunities for professional growth and training.
- A unique opportunity to work in a stunning natural environment while supporting Shearwater Resort's mission of sustainable tourism and cultural engagement.

Disclaimer

The above statements are intended to describe the general nature and level of work expected for this position. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required. Additional tasks may be assigned by the Water Taxi/Sea bus Manager or other members of the leadership team as necessary to meet the operational needs of Shearwater Resort.

How to Apply

Interested candidates are invited to submit their resume and cover letter to hr@shearwater.ca with the subject line "Application: Deck Hand." Applications will be reviewed on a rolling basis until the position is filled.