



Job Description: Harbour Master

Location: Shearwater Resort, Denny Island, British Columbia

Employment Type: Full-Time or Part-Time

Reports To: Hotel Manager

About Shearwater Resort

Shearwater Resort, owned and operated by the Heiltsuk Nation, is a premier eco-tourism destination located in the heart of British Columbia's Great Bear Rainforest. The resort's marina is a vital hub for local residents, marine travelers, and visitors, providing essential docking, fueling, and marine support services. The Harbour Master is a key leadership role responsible for managing marina operations, ensuring safety, and delivering exceptional service to all marina users.

Position Overview

The Harbour Master oversees the day-to-day operations of Shearwater Resort's marina, ensuring a safe, organized, and welcoming environment for all vessels and guests. This role involves coordinating dock assignments, managing marina staff, and maintaining compliance with marine safety regulations. Reporting to the Hotel Manager, the Harbour Master is a pivotal figure in creating a positive marina experience that aligns with Shearwater Resort's mission of excellence and sustainability.

Key Responsibilities

Marina Operations Management

- Oversee all marina operations, including vessel docking, fueling, and maintenance of marina facilities.
- Assign dock space and manage slip reservations to ensure efficient use of marina resources.
- Monitor vessel activity within the marina, ensuring compliance with rules and safety protocols.

Customer Service

- Welcome marina guests, providing information about Shearwater Resort's services, amenities, and local attractions.
- Address guest inquiries, concerns, and complaints promptly and professionally.
- Assist vessels with docking and provide guidance on marina policies and procedures.

Team Leadership and Staff Supervision

- Recruit, train, and supervise marina staff, fostering a collaborative and high-performing team.
- Schedule staff shifts to ensure adequate coverage during peak times.
- Conduct regular performance reviews and provide coaching to support staff development.

Safety and Compliance

- Enforce all safety and environmental regulations, including proper fuel handling, waste disposal, and fire prevention.
- Conduct regular inspections of marina facilities and equipment to identify and address potential hazards.
- Maintain accurate records of safety incidents, guest interactions, and operational activities.

Facility Maintenance

- Oversee the maintenance and cleanliness of docks, fueling stations, and other marina facilities.
- Coordinate with maintenance staff to address repairs and upgrades as needed.
- Ensure proper storage and availability of marina supplies, such as ropes, fenders, and safety equipment.

Financial and Administrative Management

- Track marina revenues, including dockage fees, fuel sales, and other services, ensuring accurate reporting.
- Assist the Hotel Manager in preparing budgets and identifying opportunities to improve operational efficiency.
- Maintain records of marina activities, including reservation logs, fuel inventories, and maintenance schedules.

Community and Sustainability Engagement

- Collaborate with local stakeholders, including the Heiltsuk Nation, to promote sustainable marina practices.
- Educate guests on eco-friendly boating practices and the importance of protecting the local marine environment.
- Support Shearwater Resort's broader mission of cultural preservation and environmental stewardship.

Qualifications

Education and Experience

- Certification in Marine Operations, Marina Management, or a related field is preferred.
- Minimum of 3–5 years of experience in marina or marine operations, with leadership experience preferred.
- Familiarity with vessel operations, docking procedures, and marine safety regulations.

Skills and Competencies

- Strong leadership and organizational skills to manage marina operations and staff effectively.
- Excellent communication and customer service skills to engage with guests and team members.
- Knowledge of local and federal marine safety and environmental regulations.
- Financial acumen, including budgeting, cost management, and revenue tracking.
- Physical ability to perform tasks such as lifting, standing for extended periods, and working outdoors in varying weather conditions.

Key Attributes

- Dependable and detail-oriented with a strong sense of responsibility.
- Passion for marine services and guest satisfaction.
- Adaptability to work in a dynamic and remote environment.

Working Conditions

- Based at Shearwater Resort, Denny Island, BC, in a remote and picturesque location.
- Outdoor work environment with exposure to varying weather conditions.
- Flexible schedule, including weekends, holidays, and on-call availability during peak seasons.

Compensation and Benefits

- Competitive salary based on experience.
- Opportunities for professional growth and training.
- Staff accommodations may be available for the right candidate.
- A unique opportunity to work in a stunning natural environment while contributing to Shearwater Resort's mission of sustainable tourism and community 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 Hotel 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: Harbour Master." Applications will be reviewed on a rolling basis until the position is filled.