



**Job Description:** Sport Fishing Dock Lead

Location: Shearwater Resort, Denny Island, British Columbia

Employment Type: Full-Time

Reports To: Tourism Operations Manager

## About Shearwater Resort

Shearwater Resort, owned and operated by the Heiltsuk Nation, is a premier eco-tourism destination situated in British Columbia's Great Bear Rainforest. With access to some of the world's best sport fishing waters, the resort offers an unparalleled experience for anglers. The Sport Fishing Dock Lead is a key role in managing dock operations tailored to sport fishing guests, ensuring an exceptional experience while upholding safety and environmental standards.

## Position Overview

The Sport Fishing Dock Lead is responsible for overseeing all operations related to the sport fishing dock, including managing dock attendants, assisting guests with fishing charters, and maintaining dock facilities and equipment. This role involves ensuring efficient operations, providing exceptional guest service, and coordinating with guides and resort staff to create a seamless fishing experience. Reporting to the Tourism Operations Manager, the Sport Fishing Dock Lead contributes to Shearwater Resort's reputation as a premier fishing destination.

## Key Responsibilities

### Dock Operations Management

- Oversee daily operations of the sport fishing dock, including vessel mooring, guest assistance, and supply coordination.
- Assign berthing spaces and manage the scheduling of fishing charters and guide services.
- Coordinate the distribution and maintenance of fishing gear, bait, and other supplies.

### Guest Experience

- Welcome fishing guests to the dock and provide information about Shearwater's sport fishing offerings.
- Assist guests with boarding and disembarking vessels, loading and unloading equipment, and preparing for their fishing excursions.
- Address guest inquiries and concerns promptly and professionally, ensuring a positive experience.

### Team Leadership and Training

- Supervise, train, and mentor dock attendants, ensuring a high level of service and operational efficiency.

- Schedule shifts to ensure adequate coverage for peak fishing times and special events.
- Provide ongoing training on safety protocols, customer service, and sport fishing practices.

### **Facility and Equipment Maintenance**

- Conduct regular inspections of dock facilities, fishing equipment, and vessels to ensure they are in good working condition.
- Coordinate with maintenance teams to address any repairs or upgrades needed at the dock or on equipment.
- Ensure the dock area is clean, organized, and safe for staff and guests.

### **Safety and Compliance**

- Enforce all safety protocols, including proper handling of fishing gear, vessel operations, and emergency procedures.
- Ensure compliance with local and federal marine and fishing regulations, including licensing and catch limits.
- Maintain accurate records of dock activities, guest interactions, and safety incidents.

### **Collaboration and Coordination**

- Work closely with fishing guides, charter operators, and the Tourism Operations Manager to align operations with guest expectations and resort goals.
- Support special fishing events or tournaments by coordinating dock activities and accommodating additional vessel traffic.
- Collaborate with resort staff to provide a seamless fishing and hospitality experience.

### **Qualifications**

#### **Education and Experience**

- High school diploma or equivalent required; certification in Marine Operations or a related field is an asset.
- Minimum of 2–3 years of experience in marina or dock operations, with a focus on sport fishing preferred.
- Knowledge of sport fishing practices, gear, and local fishing regulations.

#### **Skills and Competencies**

- Strong leadership and team management skills to supervise and motivate staff.
- Excellent communication and interpersonal skills to engage with guests and team members.
- Organizational and multitasking abilities to manage a busy dock environment.
- Proficiency in using dock management software and basic computer applications.
- Physical ability to perform tasks such as lifting, standing for extended periods, and working outdoors in various weather conditions.

## **Key Attributes**

- Passion for sport fishing and delivering exceptional guest experiences.
- Dependable, detail-oriented, and committed to maintaining high safety standards.
- Flexibility to adapt to the dynamic needs of a busy sport fishing dock 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 fishing seasons.

## **Compensation and Benefits**

- Competitive hourly wage or 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 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 Tourism Operations 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](mailto:hr@shearwater.ca) with the subject line "Application: Sport Fishing Dock Lead." Applications will be reviewed on a rolling basis until the position is filled.