



Job Description: Water Taxi/ SeaBus Driver

Location: Shearwater Resort, Denny Island, British Columbia

Employment Type: Full-Time or Part-Time

Reports To: Water Taxi/ SeaBus Manager

About Shearwater Resort

Shearwater Resort, owned and operated by the Heiltsuk Nation, is a premier eco-tourism destination located in British Columbia's Great Bear Rainforest. Among its diverse services, the Water Taxi/ SeaBus operation is a vital component of the resort's connectivity, providing safe and reliable transportation for guests, local residents, and marine travelers. The Water Taxi/ SeaBus Driver plays a key role in ensuring efficient operations and exceptional service.

Position Overview

The Water Taxi/ SeaBus Driver is responsible for operating Shearwater Resort's water transportation vessels safely, efficiently, and in compliance with all regulations. This role involves transporting passengers and cargo between Denny Island and nearby locations, providing exceptional customer service, and maintaining the highest safety standards. Reporting to the Water Taxi/SeaBus Manager, the Water Taxi/ SeaBus Driver is a crucial part of the team that supports the resort's connectivity and guest experience.

Key Responsibilities

Safe Vessel Operation

- Operate the water taxi/ SeaBus and other water transportation vessels in accordance with Transport Canada regulations and Shearwater Resort policies.
- Navigate designated routes safely and efficiently, adjusting for weather, tides, and marine traffic as needed.
- Conduct pre- and post-trip inspections of the vessel to ensure it is in proper working condition.
- Report any mechanical issues or maintenance needs to the Water Taxi/SeaBus Manager promptly.

Customer Service

- Provide a welcoming and professional experience for passengers, including resort guests, local residents, and marine travelers.
- Assist passengers with boarding, disembarking, and loading/unloading cargo.
- Address passenger inquiries, concerns, and feedback courteously and professionally.

Safety and Compliance

- Ensure the safety of passengers and crew by adhering to safety protocols and conducting safety briefings as required.
- Monitor and respond to emergency situations, including man-overboard scenarios, medical emergencies, or vessel malfunctions.
- Maintain accurate records of trips, incidents, and passenger counts as required by regulatory bodies.

Maintenance and Cleanliness

- Ensure the vessel is clean, well-maintained, and stocked with necessary supplies.
- Perform basic maintenance tasks and collaborate with the maintenance team for more extensive repairs.
- Follow protocols for fuel handling and waste disposal to maintain environmental compliance.

Team Collaboration

- Work closely with the Water Taxi/ SeaBus Manager and other team members to optimize schedules and improve services.
- Assist in training new crew members on operational and safety protocols.
- Provide feedback and suggestions to improve operational efficiency and guest satisfaction.

Qualifications

Education and Experience

- A valid Transport Canada Small Vessel Operator Proficiency (SVOP) or higher certification is required.
- Marine Emergency Duties (MED) certification is required.
- Minimum of 2 years of experience operating small commercial or passenger vessels is preferred.
- First Aid and CPR certification are required.

Skills and Competencies

- Strong navigation and vessel handling skills, with the ability to operate safely in various weather and tidal conditions.
- Excellent communication and customer service skills, with a focus on creating a positive passenger experience.
- Knowledge of safety procedures, emergency response protocols, and marine regulations.
- Physical ability to handle cargo and assist passengers, including in emergency situations.

- Familiarity with the local marine environment and Indigenous culture is a significant asset.

Key Attributes

- Reliable, responsible, and committed to passenger safety.
- Adaptability to changing conditions and schedules in a remote marine setting.
- Passion for providing exceptional service in a culturally respectful environment.

Working Conditions

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

Compensation and Benefits

- Competitive hourly wage based on experience and certifications.
- 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 contributing to Shearwater Resort's mission of sustainable tourism and cultural integration.

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/ SeaBus 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: Water Taxi/ SeaBus Driver." Applications will be reviewed on a rolling basis until the position is filled.