



# **First Mate**

## **Main Functions:**

Working on The Blue Heron Company vessels, First Mates support the work of the Captains and provide customer care, passenger safety and control of vessels.

## **Reports to:**

Captains and Owners – Rick and Jack Salen

## **Job Duties:**

First Mates perform some or all of the following duties:

- Cleaning of boat each morning and throughout the day as needed.
- Greet each and every customer and answer any questions they may have about the area.
- Collect customer's tickets and maintain an accurate passenger count.
- Ensure all Deck Hands are familiar with the operations and safety procedures of the vessel.
- Assist in safety drills and demonstrations when the Captain calls for them.
- Help with general maintenance of the boat – including painting, repairs, oil changes, etc.
- Maintain a neat and orderly vessel, wheel-house and dock.

## **Skills Requirements:**

Experience is an asset, as are the following specific skills:

- Certifications – Please contact General Manager to have yours reviewed.

## **Essential Skill Requirements:**

- Exceptional Customer Service
- Superior Communication skills to deal effectively with deck hands and customers
- Ability to work with minimal supervision
- Continuous learning
- Ability to locate and find needed information without direct supervision
- Ability to work with others
- Punctual, meticulous and reliable
- Computer use
- Knowledge of the Tobermory area to answer questions from patrons

## **Working Conditions:**

- Workweeks are 5 or 6 days, Monday – Sunday, 6-12 hours per day, no shifts beginning before 7am or finishing later than 10:00 pm.
- First Mates are entitled to a ½ hour unpaid lunch and two 15 minute coffee breaks paid time per 8 hour shift – but the time this is taken must be flexible.
- First Mates are frequently exposed to noise, a regular flow of people, and often rough water conditions.
- First Mates will be assigned changing priorities.
- First Mates may have the opportunity to work overtime, with paid compensation.
- Must wear Blue Heron Company approved uniform at all times. Please see Policy Handbook for details.
- Must be flexible with hours, some days are extended with additional trips and the days scheduled end time may change without notice.