



Island Personnel

Main Functions:

Working on The Blue Heron Company Vessels, Boat Crew, support the work of the Captains and First Mates while on Flowerpot Island and provide customer care to all who travel on the vessels.

Reports to:

Boat Captains, First Mates and the General Manager

Job Duties:

Island Personnel perform some or all of the following duties:

- Organizing passengers to allow easy boarding and disembarking on site for all Blue Heron vessels
- Greeting each and every passenger, assisting them while on the dock and answering any questions they may have about the cruises, island or the area.
- Collecting each passenger's ticket.
- Maintain accurate passenger counts at all points throughout the trip including transfer times.
- May be required to help with maintenance tasks on the island.

Skills Requirements:

- Experience is an asset.

Essential Skill Requirements:

- Exceptional Customer Service
- Superior Oral Communication
- Self-Motivated
- 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
- 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 7:30 am or finishing later than 10:00 pm.
- Boat Crew/Deck Hands are entitled to a ½ hour unpaid lunch and two 15 minute coffee breaks paid time – but the time this is taken must be flexible.
- Boat Crew/Deck Hands are frequently exposed to noise, a regular flow of people, and often rough waters of Georgian Bay and Lake Huron.
- Boat Crew/Deck Hands will be assigned changing priorities.
- Boat Crew/Deck Hands may have the opportunity to work overtime, with paid compensation.
- Must wear proper Blue Heron Company approved uniform, no exceptions. Please see 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.