



Seasonal Fisherman's Wharf Evening Wharfinger

Purpose of Position

To carry out the daily operational responsibilities for Fisherman's Wharf (FW) marina facility in the evenings and to assist in providing a safe, secure and friendly, customer-oriented environment for all visitors and customers at the facility.

Position Links

- Works independently or in a team environment
- Receives direction and reports to FW Operations Manager

Specific Accountabilities

- Engages in friendly and positive interactions with customers and the general public, resolving facility user complaints in a timely manner
- Ensures a high level of customer service and public safety for users of FW facility
- Ensures all visitors/facility users are in compliance with GVHA's policies and procedures
- Organizes and maintains all bulletin and notice boards at FW
- Monitors day moorage and CFV's
- Monitors bus usage and issues of the FW parking lot
- Performs regular inspections of FW facility including docks, piers, washrooms, garbage bins and assists maintenance crew in the ongoing upkeep, cleanliness and repairs at the facility
- Ensures all facility amenities, including washrooms, showers, laundry, water, electricity, lights, garbage and recycling bins are in operation at all times
- Ensures a high level of cleanliness in and around food court area
- Ensures garbage/recycling and composting are managed/handled effectively (as per GVHA process)
- Manages the pump-out system
- Performs emergency and safety repairs as required
- Logs all maintenance work performed
- Observes, handles and reports any pollution, hazards or other waste in the harbour
- Takes appropriate action in the event of emergencies (e.g. oil spills, storms, fires, sinking vessels)
- Reports any concerns regarding FW facility operations to FW Operations Manager

Tools/Equipment

- Operates standard office equipment
- Operates and maintains pump-out equipment, maintenance tools and equipment including small hand tools, pumps

Working Conditions

- Seasonal evening position, mid-April to end of October, Sundays to Wednesdays, 3:00 p.m. to 11:00 p.m.
- All shifts include a 30-minute unpaid meal break
- Evenings, Sundays and Statutory holidays are required due to commercial operational requirements
- Office environment as well as working frequently outdoors in all types of weather
- Ability to work independently with little supervision
- Physical position working from and around floats, piers, vessels, and other possible hazardous conditions
- Public/Customer relations with potential for challenging customer situations

Experience and Education

- Grade 12 diploma or equivalent

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- Experience working in a marine environment
- Experience using computers and related software (e.g. MS Office)
- Experience working with the public
- Experience and working knowledge in the safe use of tools and equipment operation
- Working knowledge and skills in custodial work and building maintenance
- Valid Pleasure Craft Operator Certificate (PCOC)
- Valid Restricted Operator's Certificate (maritime)
- Valid Class 5 Driver's Licence
- Basic Marine first aid certificate preferred
- Cash handling experience

Personal Attributes

- Punctual and reliable
- Effective communication skills
- Excellent customer service skills
- Excellent time management skills and ability to work independently
- Understands and follows procedures and processes
- Effectively contributes and participates in the safety culture of GVHA
- Ability to enforce facility policies