



Job Title: Boat Operator – Zodiac / Landing Craft

Reports to: Operations Manager

Supervises:

Date: 2022

Terracentric Coastal Adventures delivers world class Tours to thousands of clients each year between April – October. Located in beautiful Lund, BC Terracentric specializes in offering small group/private guided adventure tours that connect our guests to the awe-inspiring natural environment of British Columbia's west coast. By boat, kayak and on foot (hiking) our local highly experienced guides share the stories of the region, allowing our guests to discover, witness, and learn about this place we call home. We also offer accommodations at our premium vacation home, Sunlund RV Park & Cabins and programming at an outdoor learning facility to expand the overall experiences offered by Terracentric.

We are looking for team members who are passionate about outdoor recreation & tourism that can demonstrate a high standard of customer-focused service, satisfaction, and safety through our spectacular wilderness experiences.

Overall Purpose of the Job

To provide entertaining and informative Zodiac tours or landing craft transports in a safe and friendly manner that maximizes the customer experience & increase the potential for repeat business. The Boat Operator is responsible for the overall quality of experience provided to the customer by them as well as the safe operation of the vessel in a variety of weather conditions.

Primary Responsibilities

- Pre & post trip logistics of tours or transports: vessel & gear inspection, fueling, route planning, gear packing, food for full day tours
- To greet & provide pre trip briefing of clients for their tours or transports;
- Safety & risk management practices: including mandatory client safety briefings, on board / on shore group management, weather monitoring, first aid as required
- Safely navigate local waters for the safety and comfort of all customers & the vessel
- Interpretation of local history both First nations & European & local flora and fauna
- Operating the vessels in a manner that is safe and appropriate to current conditions, weather, and clients on board, including obeying all marine regulations & rules and safe vessel operation around wildlife
- To serve meals in wilderness environment.

Secondary Responsibilities

- Preparation & cleanup of tours.
- Cleaning and maintaining gear
- Presentation of food on full day tours,
- Routine in house maintenance & assist with coordination of professional maintenance
- Record keeping in boat logs, trip logs and other reports (incidents) as required,
- Attendance at all staff meetings

Key Results Areas

- Customer Satisfaction
- Sales and Repeat Business
- Safety & Risk Management
- Maintenance of Equipment
- Staff Engagement

Qualities and Skills

- Previous guiding, hospitality industry or water taxi experience (an asset).
- Physically fit, friendly, energetic and capable of strenuous exercise with the ability to lift up to 80lbs.
- Strong commitment to providing quality personalized customer service.
- Strong organizational & leadership skills, particularly in a group management situation.
- Ability to share knowledge enthusiastically and in a clear manner
- Conflict resolution skills.
- Passion, knowledge of & experience in coastal marine flora and fauna, local / regional human history from pre-contact to settlers to today, captivating interpretation techniques and storytelling ability.
- Competency in anchoring & putting people ashore on rocky coastline.
- Foreign language skills (an asset, especially German and Dutch).
- Understanding of cultural diversity (ex. Indigenous & other cultures).
- Ability to work in all weather conditions & understand how to gauge weather for the safety of clients.
- Ability to model and follow Leave No Trace Principles on all tours.
- Mechanical skills an asset

Qualifications

- Driver's License required
- Wilderness First Aid (40+ hours for lead), with CPR level C preferred OR Occupational First Aid w/ Marine Endorsement
- Restricted Marine RADIO Operators License or commercial VHF radio certificate
- Transport Canada SVOP certificate & MED A3 (or higher)
- A degree in one of the natural sciences (an asset)
- Experience (3 plus years) traveling on inner coastal marine waters in small vessels 20' to 30'
- Food Safe an asset
- Post-secondary Education in Outdoor Recreation or Tourism is preferred.

Personal Gear Requirements

- Waterproof logbook
- Appropriate PFD with whistle & rescue knife
- Appropriate outdoor clothing, marine closed toed footwear & dry bags for personal items.

Employee Benefits – Value Added

- An opportunity to work for a leader in the industry in a beautiful area with spectacular wildlife
- Financial Rewards –bonuses & tips

- Team based continual training with opportunities for subsidized professional certifications & growth
- Flexible Work Schedule
- FREE meals on day tours
- First right of refusal for second-hand equipment sales
- Discounts with retailers for gear
- Free equipment usage for employees
- Employee discount on services
- Great company culture, family business, appreciative guests, FUN!

Period of Employment & Compensation

- May to October. Training in April.
- Very competitive salary depending on experience and qualifications.
- Preference is given to those who can commit to a minimum of 2 seasons of employment.

Application Requirements

To apply, please review the following requirements and send us an email to christine@terracentricadventures.com. Please clearly identify the position applied for and include the following information:

- A current resume & cover letter detailing why you are interested in & qualified for the position.
- Contact details for at least two work references. If you are at college or university, provide one faculty reference.
- Summary of relevant certifications, achievement dates and renewal dates
- Expected hourly rate & availability dates.