



## POSTING

### Amherst Island Ferry Mate

#### Full-time Permanent Opportunity

**Why Choose Loyalist for Your Next Great Career Opportunity?** The Ministry of Transportation recently procured two fully electric non-cable ferries: the Amherst Islander II and Wolfe Islander IV. These state-of-the-art vessels were designed in the Netherlands and built in Galati, Romania. Loyalist Township is thrilled to be the operator of the Amherst Islander II and looks forward to being able to operate in full electric mode once the shore-based infrastructure is complete. As we prepare for the new vessel, we are looking for new crew members to sail the three kilometers that separate beautiful Amherst Island from the mainland. The residents, businesses, and tourist of Amherst Island rely on the dedicated crew for safe passage. This hiring process will bolster the existing crew and help us to prepare for manning the new vessel.

We encourage learning and development and believe a respectful team-based workplace that is effective and safe. We offer excellent pay and benefits including an OMERS pension as well as free counselling services for staff and their families. The Ferry Service offers opportunities for continuing education and potential to move up the ranks! Service to our community and each other is what we do.

*Loyalist is a growing community of over 17,000 residents situated on the north shore of Lake Ontario between Greater Napanee and the City of Kingston. The Township is a blend of rural and urban areas with several smaller hamlets throughout, including an island community accessible by ferry. It is an outdoor-lovers dream, with a Great Lake on the doorstep and beautiful Canadian shield lakes and provincial parks minutes away to the north. Next door is the historic City of Kingston, which boasts a lively downtown core right on Lake Ontario, full of excellent restaurants and nightlife offerings. We are also connected to large urban centres by the 401, with the GTA two hours to the west and Ottawa two hours to the east.*

**What You Offer Loyalist as a Mate?** You hold a marine Chief Mate license and you are passionate about continuing your career on a commuter ferry. You are reliable, hard-working, and team oriented. You are excited about the advancements in commuter ferries and want to be part of the team that transitions to the new electric vessel

Loyalist Township invites applications for this permanent full-time position, which is covered by the OPSEU Local 428 Collective Agreement.

File No: 2022-55 Ferry Mate  
Hours: Average 35 hours per week, variable as scheduled  
Rate: \$28.81 per hour, hourly premiums up to \$1.80 for additional licensing  
Closing: September 15<sup>th</sup>, 2022, 11:59 P.M.

A detailed job description is below. To submit your application, click the **apply now** button:

[Apply Now!](#)



## **JOB DESCRIPTION**

**POSITION TITLE: FERRY MATE**

**REPORTS TO: FERRY CAPTAIN**

**DEPARTMENT: COMMUNITY & CUSTOMER SERVICE**

**CATEGORY: PERMANENT FULL-TIME**

**UPDATED: AUGUST 2022**

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### **POSITION SUMMARY:**

This role is an integral part of service delivery to the residents and visitors of Loyalist Township and specifically those travelling to and from Amherst Island. The position contributes to the achievement of our Strategic Plan and is an essential part of the Crew that provides safe, comfortable, reliable, and timely transportation on the Amherst Island Ferry, while also providing excellent customer service. This role is required to oversee the work of Deckhands and Pursers and work closely with those positions to ensure safe transfer of vehicles and passengers on and off the Ferry by following all safety policies and operational procedures, and by maintaining current knowledge and skills regarding emergency procedures. The incumbent and deck crew maintains the vessel in ship-shape (safe, clean, operational) condition. The Mate responds to requests or enquiries from the Captain on shift as required and performs Captain responsibilities in the case of an emergency. Additionally, the role requires the willingness and ability to transition to a new vessel, including participating in all training and education and applying the new skills and abilities.

### **MINIMUM QUALIFICATIONS – EDUCATION & EXPERIENCE:**

- Chief Mate, Limited for a Vessel of 60 Gross Tonnage or More; or Higher Transport Canada Certification of Competency
- Marine Emergency Duties (MED) STCW Survival Craft Certificate
- Valid Transport Canada Marine Medical Certificate
- Valid Continued Proficiency Endorsement
- Ship-handling experience on vessel(s) fitted with azimuth thruster propulsion systems
- Experience with operation of life saving and fire-fighting equipment aboard a passenger vessel
- Experience with safe loading of vehicles on vessel deck

- Experience working with the traveling public and providing excellent customer service
- Leadership experience, overseeing the work of others in a marine environment is an asset
- A degree or diploma related to marine operations, leadership or related field of study is an asset

#### **KNOWLEDGE, SKILLS & ABILITIES:**

- Knowledge of the Occupational Health & Safety Act and safety-related marine regulations, and safe work practices, with ability and willingness to ensure day to day adherence to health and safety policies among deck crew
- Sound knowledge of general seamanship, marine safety, and emergency procedures
- Good interpersonal skills with a proven ability to communicate effectively with a wide variety of individuals, both the public and co-workers, in a courteous and competent manner
- Good problem-solving skills with the ability to recognize when to elevate issues to management
- Ability to resolve complaints and/or conflicts in a professional manner, using effective de-escalation techniques in difficult situations
- Team leadership skills with ability to coach and direct others
- Ability to role model teamwork, adherence to policies and procedures, and dedication and commitment to high quality service
- Interest in and ability to progress to higher licensed positions, as part of the succession plan for the Ferry operations is preferred
- Basic computer skills, including the ability to perform basic work and training using software applications
- Good numeracy and literacy skills, including business writing skills are an asset for ongoing development and advancement

#### **KEY DUTIES AND RESPONSIBILITIES:**

##### **Transfer of Vehicles and Passengers**

- Oversee safe and efficient loading and unloading of vehicles and passengers
- Maximize space and ensure safety by following safe load capacities and configurations
- Ensure proper operation of vessels ramps and alignment with shore ramp
- Oversee Deckhands to properly and safely secure and let go lines, ensuring communication procedures with the bridge is adhered to
- Assist the Captain with navigation in poor visibility as lookout
- Ensure dock slips are kept in good condition for traffic, as weather permits
- Confer with Captain regarding safe loading and unloading procedures for different weather conditions

- Mediate and diffuse any passenger disputes during loading, sailing, and unloading as needed, seeking assistance when needed from Captain, to ensure health and safety

### **Maintain the Vessel and Equipment in Safe, Clean Condition**

- Ensure the maintenance and cleaning roster is posted in galley
- Oversee high quality performance of maintenance and cleaning by deck crew as scheduled, weather permitting
- Oversee and directs deck crew when unscheduled cleaning and maintenance is required
- Perform regularly scheduled checks to ensure fire-fighting equipment and life-saving equipment are maintained in good working condition, and are always ready for use
- Report inoperative equipment immediately to Captain
- Report worn equipment as needed to Captain and monitors condition closely until replaced

### **Other Duties**

- Provide deck crew with safety and operational instruction as needed
- Ensure deck crew are using required PPE at all times
- In an overseeing role, advise Captain of any safety hazards observed or brought up by crew members in a timely manner and act to eliminate hazards as effectively and efficiently as possible
- In an emergency away from ferry slip, may be required to take on duties of Captain
- Investigate accidents/near misses involving vehicles or passengers and submit accident/incident reports in accordance with procedures
- Ensure crew members are assigned rotation in the pilot house for watch duty and development opportunities, and reassigned to the pilot house at the Captain's request
- Provide excellent customer service and act as an ambassador of the Township for tourists by being approachable and answering questions with courtesy and helpfulness, providing role-model example for deck crew
- Perform ship-keeping duties as required
- Stay current in knowledge and skills
- Attend various courses and meetings as required
- Responsible as an employee for health and safety, including working safely within requirements of legislation and policies, reporting hazards, and maintaining a safe and clean environment
- Provide services to both internal and external customers in a timely and courteous manner
- Work effectively as part of a team, demonstrating excellent interpersonal skills, tact, and diplomacy

**Note:** *Above duties are representative of a typical position and are not to be construed as all-inclusive.*

### **WORKING RELATIONSHIPS:**

Internal: frequent communication with staff, and Ferry Captain. Communication with other management employees, human resources, union representatives as required.

External: communication with residents and patrons.

### **WORKING CONDITIONS:**

- Outdoor work in various and changing weather conditions that include but are not limited to snow, rain, ice, cold temperatures, and wind
- Ability to work shifts and respond to immediate emergency calls
- Is regularly required to attend meetings, programs, seminars, and events which may take place at different facilities, requiring travel
- Occasional moderate physical exertion and rare heavy physical exertion

**Note:** The foregoing is intended to outline the general description of duties and responsibilities for this position. It is not intended, nor should it be interpreted as a complete description. Loyalist Township reserves the right to amend this position description at any time.