



## OAK BAY MARINE GROUP

### JOB DESCRIPTION

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**POSITION/TITLE:** Water taxi driver

**BUSINESS UNIT:** Resorts

**REPORTS TO:** Operations Manager

**JOB OVERVIEW:** To safely and efficiently navigate the Oak Bay Marine Group water shuttles between Painter's Lodge, April Point Resort and April Point Marina while ensuring the safety of the passengers and the vessel and guest service are top priorities.

#### **ACCOUNTABILITIES:**

##### **Primary Responsibilities:**

- Ensures the safety of the guests and vessel are the top priority at all times;
- Arrives on time, meets dress standards and ensures the vessel is ready for duty;
- Ensures that all water shuttles are fueled and fit for travel;
- Provides proper communication with the maintenance department, ensuring the vessels are safe and presentable, cleaning the vessel daily.
- Ensures that efficient guest service is maintained at all times between Painter's Lodge and April Point, enhancing our overall operations;
- Ensures excellent communication between each resort, enhancing overall operations;
- Provides a safety orientation and upsell narrative on each and every trip;
- Provides guests with information on all amenities of both Painter's Lodge and April Point Resort and Spa, and uses tact to upsell by encouraging guests (when appropriate) to experience these amenities;
- Maintains a supply of applicable literature and upselling support collaterals in the water taxis, such as rate rack

#### **JOB REQUIREMENTS:**

##### **Education and Technical Skills:**

- SVOP
- Marine Emergency Duties A1, B1 and B2
- Standard First Aid
- VHF Certificate
- Must be reliable with excellent local sea knowledge and able to work unsupervised.



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#### Behavioral Competencies:

- **Customer Focus:** implies a desire to identify and serve customers. It means focusing one's efforts on discovering and meeting the needs of the customer.
- **Service Excellence, "Yes I Can" attitude:** Treating guests and crew with kindness and enthusiasm; exceeding expectations by anticipating guest's needs; and resolving guest's problems, never saying "no" without offering alternatives.
- **Relationship Building:** is working to build or maintain relationship, networks or contacts.
- **Communicating Effectively:** is the ability to ensure your message is clearly understood, regardless of the audience.
- **Personal Effectiveness:** is identifying the best use of your time and other resources at your disposal. **Initiative:** involves identifying a problem, obstacle or opportunity and taking appropriate action through proper pathways to address the problems or opportunities.
- **Innovation:** indicates an effort to improve performance by doing or promoting new things, such as introducing a previously unknown or untried solution or procedure to the specific area or organization.
- **Team Player:** is the ability to work co-operatively within diverse teams to achieve group or organizational goals. It includes the desire and ability to understand and respond effectively to other people from diverse backgrounds with diverse views.
- **Business Perspective:** indicates the ability to understand the business implication of decisions.

#### Physical Requirements

- Able to work 4, 10 hour shifts per week.
- Able to work flexible schedules - evenings, early mornings, weekends and holidays.
- Able to show leadership and competency, in adverse conditions, i.e. Fog, rough seas, night navigation.
- Able to provide exemplary service standards to a wide variety of people.
- Able to work under pressure.
- Paid bi-weekly.

**Revised Date:** April 16, 2015.