



## EMPLOYMENT APPLICATION

Please refer to the appropriate job description for more details, before completing and submitting your application.  
**PLEASE SUBMIT ALL COMPLETED APPLICATIONS TO [INFO@VICTORIAHARBOURFERRY.COM](mailto:INFO@VICTORIAHARBOURFERRY.COM)**

### 1. Position Applied for:

Date: \_\_\_\_\_ / \_\_\_\_\_ / 2019  
Month      Date      Year

If a rehire: Which years have you previously worked for VHFC?

Other than Sections 1 & 2, complete only the information that has changed since your previous application. Where needed, use a separate sheet of paper to complete details.

### 2. Personal Information

Name:  First  Last  Gender Male  Female

Address:  Number  Street

City  Postal code  How long:  years Telephone

If yes, please let us know:

How many hours can you work weekly?

Do you have any availability restrictions

Yes

No

Do you have any disabilities or issues that may affect your ability to perform the job applied for? (ie. hearing aids) If yes, please provide particulars below:

Yes

No

### 3. Work Experience

Please list your work experience for the past five years beginning with your most recent job held. If you were self-employed, give firm name. Attach additional sheets if necessary

Month/Year	Company	Contact name and phone #	Position	Reason for leaving
From: _____				
To: _____				
From: _____				
To: _____				
From: _____				
To: _____				

May we contact them?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	If not, which one(s)?
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Duties performed while you worked at these companies, particularly experience relevant to position applied for.

**4. References** (Give the names and phone numbers of two persons other than relatives and former employers)

(Enter info below)

**5. Licenses and qualifications** (captain specific)

	Yes	No	Means of transportation?
Driver's license	<input type="checkbox"/>	<input type="checkbox"/>	
MED A-3 Marine Emergency Duties Course	<input type="checkbox"/>	<input type="checkbox"/>	
ROC-M VHFC Radio – Power Squadron	<input type="checkbox"/>	<input type="checkbox"/>	
SVOP Small Vessel Operator Proficiency Course	<input type="checkbox"/>	<input type="checkbox"/>	
Basic Marine First Aide	<input type="checkbox"/>	<input type="checkbox"/>	

An application form sometimes makes it difficult for an individual to adequately summarize a complete background. Use the space below to describe your 'marine operators' background (have you operated a commercial vessel, type of vessel operating experience, etc.) or your customer service background and experience.

Have you ever been in the armed forces?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Are you now a member of the Reserve or Coast Guard?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Specialty	Date entered	Date discharged

**6. Other information**

Are you bondable? If yes, please provide particulars.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Have you ever been convicted of a crime?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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If yes, explain number of conviction(s), nature of offense(s) leading to conviction(s), how recently such offense(s) was/were committed, sentence(s) imposed, and type(s) of rehabilitation.

**7. Signature**

I acknowledge that the position applied for is for the 2019 season only, beginning (insert date) and ending (insert date), and that there is no guarantee, implied or otherwise, of work being available in future seasons.

The facts as presented in this Employment Application are true and complete. I understand that if I am employed, false statements in this document may be considered sufficient cause for dismissal.

I authorize investigation of all statements contained in this application, and authorize the Company to request from a consumer reporting agency an investigative consumer report including information as to my credit records, character, general reputation, personal characteristics, and mode of living.

Signature		Date	_____/_____/_____ Month Day Year
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*Happy People in Happy Boats*

### **Job Description: Harbour Ferry Captain**

SEASONAL – PART TIME

The Captain provides narrated tours and water taxi service to Victoria Harbour Ferry passengers. The role is based on our commitment to safety (on and off the vessel). Passenger service and attention to detail is supported by our motto - "Happy People in Happy Boats." Captains must be qualified and ready to perform duties on board any harbour ferry vessel. A Harbour Ferry Captain is a dedicated, loyal and self-motivated individual who works well in a disciplined, directed environment.

### **DUTIES AND RESPONSIBILITIES**

As a Harbour Ferry Captain you will be required to:

- Provide a high standard of safe vessel operations and work cooperatively with the VHFC team, to ensure that all safety protocols are followed at all times
- Provide a pleasant and welcoming attitude to all passengers and staff
- Engage in providing narrated tours - Harbour Tour and Gorge Tour
- Process ticket sales, maintain an accurate and complete record of daily sales and balance sales at the conclusion of each shift
- Work with Customer Service Representatives to coordinate the boarding of passengers
- Provide the Watch Leader with notice of incidents or situations that can impact safety or compromise our high level of customer care
- Once trained by the Watch Leaders of VHFC, the Captain must remain familiar with all VHFC processes and procedure, products, services and sales information. (available on VHFC Intranet)

### **QUALIFICATION AND REQUIREMENTS**

Certifications:

- SVOP (Small Vessel Operator Proficiency Course)
- Basic Marine First Aid
- Small Non-Pleasure Domestic Vessel Basic Safety (SDV-BS)
- ROC-M (VHF) Radio License Certificate
- A medical letter attesting that you have no physical limitations (hearing, eyesight, cardio or respiratory and no physical impairments (ie. cannot bend at the knees etc.)



*Happy People in Happy Boats*

## COMPETENCIES

- Attention to detail — This job requires that you pay attention to your surroundings, other vessels, aircraft, non-powered vessels, lines of travel, radio transmissions and passengers
- Dependability — Capable of working as a part of a team
- Stress Tolerance — This role occurs in a fast-paced environment and you must be able to work under stress during peak operating hours
- Positive Attitude — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude
- Working Conditions — You will be required to work in varying weather conditions, while standing for long periods of time
- Presentable, energetic & physically fit
- Able to work as part of a team
- Experienced in handling small boats
- Exceptional customer service ability
- Excellent English language skills (other languages an asset)
- Ticket Sales — Capable of processing ticket sales while onboard the vessel
- Communication — Job requires the use of a personal email address for receiving corporate correspondence. The Captain will also be required to visit the company's intranet site to learn more about what is occurring within the company and the working environment (harbour)

## COMPENSATION

The position pays \$16.50 per hour (regular shifts and other duties). There is no overtime allowance other than Stat Pay. Holiday pay is paid with each pay period.

Captains are required to work day shifts and afternoon shifts (usually 9AM to 3PM and 3PM to 9PM). Work days are Monday to Sunday. Regularly scheduled shifts are 4 days on and 4 days off of day shift followed by 4 days on and 4 days off of afternoon shifts.

Note: Captains are asked to not take holidays off during the months of June, July and August (peak of season)

Company uniforms are provided for this position

## REPORTING

The Harbour Ferry Captain reports directly to the Watch Leader on duty.

# VICTORIA HARBOUR FERRY



*Happy People in Happy Boats*

## **ABOUT THE COMPANY**

For 29 years Victoria Harbour Ferry (VHFC) has provided guided marine tours and water taxi service to the harbour of Victoria. The experience of being onboard one of our iconic harbour boats begins and ends with Happy People in Happy Boats.

**Job Description: Customer Service Representative (CSR)**

Seasonal – Part Time

The position of the Customer Service Representative (CSR) consists of providing direct sales for Victoria Harbour Ferry passengers. In addition, the position calls for assistance with boarding and debarking of passengers from Harbour Ferry vessels.

This role is a “first impression” role. The CSR member is often the first contact that a passenger has with Victoria Harbour Ferry. The first impression must always be the “first/best” impression of the company. The position requires a dedicated, loyal and self-motivated individual.

This position will be stationed at our Empress Dock and Fisherman’s Wharf sales kiosks. As a part of the VHFC team, you will work directly with administrative personnel, watch leaders and captains to provide an exceptional customer experience.

**DUTIES AND RESPONSIBILITIES**

As a Customer Service Representative, you will be required to:

- Provide a high standard of customer care to our passengers and work cooperatively with the VHFC team, to optimize our customer’s experience
- Describe our products and services to prospective passengers on a repetitive basis
- Distribute VHFC material (ie. brochures, Pickle Pub Crawl Passports/T-shirts, maps)
- Work to ensure all required equipment and supplies are available and in working order at the sales kiosk
- Provide fare and route information to our passengers and potential passengers on a repetitive basis
- Work with the Watch Leaders and Captains to ensure the coordination of passengers
- Works in unison to provide consistent safety on the dock
- Provide the Watch Leader with notice of incidents or situations that can impact safety or compromise our high level of customer care
- Review all corporate communication on a continuous basis through the VHFC Intranet
- Once trained by VHFC, the Customer Service Representatives must remain familiar with all VHFC processes and procedures, products, services and sales information

## **QUALIFICATIONS & REQUIREMENTS**

- High school diploma or equivalent;
- A minimum of 2 (two) years of previous experience in a customer service role

## **COMPETENCIES**

- Attention to detail — This job requires that you pay attention to your customer's needs and to the tasks at hand
- Dependability — Capable of working independently or as a part of a team
- Stress Tolerance — This role occurs in a fast-paced environment. You may encounter high stress situations and be required to make decisions instantly
- Positive Attitude — Job requires the ability to work well with others, the display of a good-nature, cooperative attitude
- Communication — Job requires the use of a personal email address for receiving corporate correspondence. The CSR will also be required to visit the company's intranet site to learn more about what is occurring within the company and the working environment (harbour)
- Working Conditions – You will be required to work outdoors while standing for long periods of time in varying weather conditions
- Working as a team to keep line ups moving consistently

## **COMPENSATION/SCHEDULING**

The position pays \$16.00 per hour (regular shifts and other duties). There is no overtime allowance other than Stat Pay. Holiday pay is paid with each pay period.

CSR's are required to work day shift and afternoon shifts (usually 9AM to 3PM and 3PM to 9PM). Work days are Monday to Sunday (7 days a week).

Regularly scheduled shifts are 4 days on and 4 days off of day shift followed by 4 days on and 4 days off of afternoon shifts.

All CSR's are asked to not take holidays off during the months of June, July and August.

- Company uniforms are provided for this position

## **ABOUT THE COMPANY**

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**Job Description: Dispatch Agent**

Seasonal – Part Time

The position of the Dispatch Agent is based on providing information and support to our passengers and the Victoria Harbour Ferry Team. The Dispatch Agent will manage the dispatch answering system and coordinate with the Watch Leaders and Captains on duty, to service our passengers upon request.

As a part of the VHFC team, you will work directly with administrative personnel, watch leaders, captains and sales staff to provide an exceptional customer experience.

**DUTIES AND RESPONSIBILITIES**

As a Dispatch Agent, you will be required to:

- Provide a high standard of customer care to our passengers and work cooperatively with the VHFC team, to provide service upon request
- Manage VHFC's dispatch answering system and transmit information to the necessary parties
- Work to ensure all required equipment and supplies are available and in working order in the Captain's Cabin
- Provide fare and route information to our passengers and potential passengers on a repetitive basis
- Work with the Watch Leaders and Captains to ensure the coordination of the passengers who are waiting on VHFC's docks
- Works in unison with the VHFC team to provide consistent safety on the dock
- Provide the Watch Leader with notice of incidents or situations that can impact safety or compromise our high level of customer care
- Review all corporate communication on a continuous basis through the VHFC Intranet
- Once trained by VHFC, the Dispatch Agent must remain familiar with all VHFC processes and procedures, products, services and sales information (Accessible on VHFC Intranet)

## **QUALIFICATIONS & REQUIREMENTS**

- High school diploma or equivalent;
- A minimum of 2 (two) years of previous experience in a customer service role

## **COMPETENCIES**

- Attention to detail — This job requires that you pay attention to your customer's needs and to the tasks at hand
- Dependability — Capable of working independently or as a part of a team
- Stress Tolerance — This role occurs in a fast-paced environment. You may encounter high stress situations and may be required to make decisions instantly
- Positive Attitude — Job requires the ability to work well with others, the display of a good-nature, cooperative attitude
- Communication — Job requires the use of a personal email address for receiving corporate correspondence. The agent will also be required to visit the company's intranet site to learn more about what is occurring within the company and the working environment (harbour)
- Working as a team to keep line ups moving consistently

## **COMPENSATION/SCHEDULING**

The position pays \$16.00 per hour (regular shifts and other duties). There is no overtime allowance other than Stat Pay. Holiday pay is paid with each pay period.

Dispatch Agents are required to work day shifts and afternoon shifts (usually 9 AM to 3 PM and 3 PM to 9 PM). Work days are Monday to Sunday (7 days a week).

Regularly scheduled shifts are 4 days on and 4 days off of day shift followed by 4 days on and 4 days off of afternoon shifts.

All Dispatch Agents are asked to not take holidays off during the months of June, July and August.

## **ABOUT THE COMPANY**

For 29 years Victoria Harbour Ferry (VHFC) has provided narrated marine tours and water taxi service to the harbour of Victoria. The experience of being onboard one of our iconic harbour ferries begins and ends with Happy People in Happy Boats.