



## Position Description

**Title: DECKHAND**

### Scope and general purpose of the job

Is responsible for all aspects of safety for passengers during the tour. Responsible for running the back deck and conducting maintenance and tidy of the vessel.

**Responsible to:** Proprietor, Master of the Vessel, COO

### Essential Skills/ attributes

- **Coxswains Ticket** or ability to obtain one prior to season start
- **Basic practical seamanship skills** with some mechanical knowledge
- **Experience in a tourism/ customer service** role (min 1yrs)
- You will have an eye for detail
- Work as a **team player but also capable of working unsupervised**
- Be able to think ahead and be proactive
- **Good communication** skills
- Strong swimming ability in open water
- **Safe Food Handling Course certification**
- Ability to work in various weather conditions and a dynamic environment
- **Senior First Aid Certification (HLTAID011).**
- **Advanced Resuscitation Certification (HLTAID015)**
- **Strong Work Ethic** –reliability, punctuality and responsibility

### Desirable Qualifications

- Elements of Shipboard Safety (ESS) certificate
- General Purpose Hand (GPH) Certificate
- Familiarity with managing risks, including emergency procedures and passenger safety
- MED3 would be advantageous
- Knowledge of Ningaloo Reef and its marine life
- Ability to speak a **foreign language**
- Positive Attitude with a team oriented approach
- Adaptability

*Swim with the biggest, sail with the best*

Winston's Backpackers, Ningaloo Caravan & Holiday Resort, Murat Road, Exmouth WA 6707 • PO Box 856 Exmouth WA 6707

**T: 08 9949 1764 • M: 0457 932217**

**info@kingsningaloooreftours.com.au • www.kingsningaloooreftours.com.au**



## **Main duties:**

### **1 Customer Service**

- Provide exceptional customer service by being friendly, approachable, and attentive to passenger needs, ensuring a memorable and positive experience.
- Assist passengers with snorkeling gear, including proper fitting and instructions, and ensure they are comfortable and confident during water activities.

### **2 Environmental Stewardship**

- Promote and practice responsible marine tourism by adhering to marine park regulations and ensuring the protection and preservation of the Ningaloo Reef ecosystem.
- Educate passengers on the importance of environmental conservation and the unique marine life they are encountering.

### **3 Workplace Harmony and Compliance**

- Maintain a professional and respectful working relationship with all crew members in compliance with general employment laws.
- Attend and actively participate in staff meetings and training sessions as required to ensure seamless operations and professional development.

### **4 Qualification and Certification Management**

- Ensure all required certifications and qualifications (e.g., first aid, marine safety) are up to date and renewed as necessary to maintain compliance.

### **5 Operational Support and Safety**

- Perform all duties as directed by the Skipper or senior management promptly and professionally.
- Notify management or the Skipper of any uncertainties, lack of understanding, or potential safety risks that could affect operations or passenger welfare.
- Assist in on board safety culture by completing hazard reports, identifying unsafe practices or areas, and contributing to risk assessments to minimize hazards.

### **6 Equipment Maintenance**

- Regularly inspect and maintain all snorkeling and safety equipment on board, removing and replacing any substandard or damaged items.

*Swim with the biggest, sail with the best*

Winston's Backpackers, Ningaloo Caravan & Holiday Resort, Murat Road, Exmouth WA 6707 • PO Box 856 Exmouth WA 6707

**T: 08 9949 1764 • M: 0457 932217**

**info@kingsningalooortours.com.au • www.kingsningalooortours.com.au**



## 7 Passenger Transfers and Vessel Operations

- Safely transfer passengers to and from the vessel and the boat ramp, ensuring their comfort and security during the process.
- Assist in mooring the vessel, conducting watch duties, and participating in docking or anchoring procedures.

## 8 Refueling and Vessel Maintenance

- Support the refueling process, adhering to all safety protocols and environmental guidelines.
- Assist in the setup and cleaning of the vessel at the start and end of the season, ensuring it is well-maintained and ready for operations.

## 9 General Duties and Flexibility

- Perform additional duties as required by the Skipper or office manager to ensure smooth operations and exceptional service.
- Adapt to various tasks, including cleaning, organizing, and maintaining onboard facilities, to uphold a safe and professional environment for passengers and crew.

## 10 Emergency Preparedness

- Actively participate in safety drills and respond effectively to emergencies, ensuring the safety of passengers, crew, and the vessel.
- Be familiar with and assist in the execution of onboard emergency procedures, including man overboard recovery and fire drills etc

*Swim with the biggest, sail with the best*

Winston's Backpackers, Ningaloo Caravan & Holiday Resort, Murat Road, Exmouth WA 6707 • PO Box 856 Exmouth WA 6707

**T: 08 9949 1764 • M: 0457 932217**

**info@kingsningaloooreeftours.com.au • www.kingsningaloooreeftours.com.au**