



## Job Description

Key Position Information	
Job Title General Purpose Hand (Deckhand/ Customer Service)	
Reports to Vessel Master/Operations Manager	Positions Reporting to this one Nil
Department Operations	Location Crib Point, Victoria
Full Time: 4 on / 4 off Casual: As required	Effective Date 2/9/2018

Job Purpose
<i>Why does the job exist? What is the significance of the job in terms of the company operations?</i>
The General Purpose Hand is a member of the maritime crew of the vessel. They work to ensure the safety of the vessel, crew and passengers is maintained at all times. GPHs should also ensure the adherence to company policy in the daily operations of the vessel and her crew. GPH's should have a strong customer focus in all tasks.

Areas of Responsibility	Key Performance Indicators
Safety and Reliability	<ul style="list-style-type: none"> <li>• Assist in the safe operation of the vessel at all times.</li> <li>• Have the ability to perform the designated emergency actions</li> <li>• Adhere to all company policy in regards to the safety and wellbeing of staff and customers.</li> <li>• Assist Master to ensure the reliability and efficiency of the vessel and the service.</li> <li>• Complete scheduled checks to ensure the vessel is in a seaworthy state</li> <li>• Ensure adherence to company policy and procedures in regards to the reliability, punctuality, efficiency and smooth functioning of the ferry service</li> <li>• Ensure the safety of passengers and crew throughout the loading and unloading of foot passengers</li> <li>• Ensure preparedness for all on board emergencies through regular drills and training.</li> <li>• Ensuring that matters relating to safe operations and pollution prevention risk are carried out</li> </ul>
Excellent Experiences	<ul style="list-style-type: none"> <li>• Ensure a high level of customer service and excellence throughout the customer experience chain</li> <li>• Maintain a professional and pro-active approach to all tasks</li> <li>• Ensure the loading process is smooth, efficient, happy and informative</li> <li>• Ensure that the vessel and the crew reflect all areas of company policy and procedure.</li> <li>• Interact positively with customers and crew</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>• Give regular feedback to management on how processes and systems can be improved</li> <li>• Work with crew to develop skills and knowledge</li> <li>• Conduct regular training and drills</li> </ul>
Value Add	<ul style="list-style-type: none"> <li>• Understand what the customer wishes to receive for the price of their ticket – not just getting from A to B</li> <li>• Ensure all crew actively engage with the customer throughout their time on board the vessel.</li> </ul>
Financial Integrity	<ul style="list-style-type: none"> <li>• Ensure the highest levels of scrutiny and responsibility are maintained when dealing with staff issues, time sheets and rostering.</li> </ul>

Key relationships	
Internal	Ferry Crew - Masters, Operations Manager and GPHs Maintenance Staff Operational staff Employees within other departments Management team members
External	Ferry customers Service providers and suppliers - eg. ship yards, contractors etc

Required Credentials	
Qualifications	ESSENTIAL <ul style="list-style-type: none"> <li>• Elements of Shipboard Safety (OHS)</li> </ul> DESIRABLE <ul style="list-style-type: none"> <li>• Certificate of GPH (Certificate 1 Maritime Operations) or Higher (Master 5 / Coxswain)</li> <li>• A formal qualification in management, tourism or customer service</li> <li>• Engineering qualifications (MED 3)</li> </ul>
Knowledge	ESSENTIAL <ul style="list-style-type: none"> <li>• An understanding of Vessel operations including responding to emergencies or the willingness to learn these skills</li> <li>• Knowledge of the local area</li> <li>• Ability to work with computers</li> <li>• The ability to follow procedures and take directions</li> </ul> DESIRABLE <ul style="list-style-type: none"> <li>• A working knowledge of the tourism or passenger transport industries</li> <li>• Understanding of Safety Management Systems</li> </ul>

Experience	<p>ESSENTIAL</p> <ul style="list-style-type: none"> <li>• Experience in within the tourism or passenger vessel sectors</li> <li>• Experience in customer service</li> <li>• Experience in following procedures or policy</li> </ul> <p>DESIRABLE</p> <ul style="list-style-type: none"> <li>• Experience within the tourism or passenger transport sectors</li> </ul>
Qualities	<p>ESSENTIAL</p> <ul style="list-style-type: none"> <li>• The ability to work a shift roster which includes long hours, weekends and public holidays</li> <li>• The ability to work as part of a team</li> <li>• A professional image</li> <li>• The ability to interact and maintain positive relationships with all staff</li> <li>• A high level of customer service</li> <li>• Punctual, reliable and flexible</li> <li>• The ability to work under pressure</li> </ul> <p>DESIRABLE</p> <ul style="list-style-type: none"> <li>• A practical and problem solving outlook when completing tasks</li> </ul>

Duties	
Major Duties	<ul style="list-style-type: none"> <li>• Assist in the safe, efficient and reliable operation of our passenger vessels</li> <li>• Participate in regular safety drills</li> <li>• Maintain a friendly and positive demeanor</li> <li>• Assist with passengers where required</li> <li>• Maintain the vessel in a clean, neat and tidy state.</li> <li>• Keep a watch over hazards, safety and seaworthiness of the vessel</li> <li>• Completion of daily tasks onboard the vessel</li> <li>• Work within the constraints of company Policy, procedure as outlined in the current operations manual</li> <li>• Work as a member of the Operations team</li> <li>• Ensure a thinking, customer focused approach to all aspects of daily tasks</li> </ul>
General Duties	<ul style="list-style-type: none"> <li>• Problem solve and complete all onboard issues</li> <li>• Deal with daily issues which may arise on the vessels</li> <li>• Assist with any mechanical issues and maintenance as required</li> <li>• Complete the required duties of a Marine general purpose Hand. Eg Line work, maintenance, radio calls, assisting watch keeping, safety rounds, general duties. etc</li> <li>• Carry out any tasks that may be required to achieve the goals of the operations.</li> </ul>



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