



Madeline Island Ferry Line
PO Box 66
La Pointe, WI 54850
715-747-2051

DECKHAND JOB DESCRIPTION

Job Title: Deckhand

Reports to: Marine Operations Manager/ Captain "Boat Operator" on shift worked

General Statement of Duties: Assists Captain with ferry boat operation and customer service between Bayfield and La Pointe, Wisconsin.

Duties and Responsibilities:

- Provide excellent customer service to all riding the ferry boats and /or potential customers.
- Accurately complete boat trip log sheet.
- Provide accurate hand signal direction to Captain during vessel maneuvering and perform correct line handling and tie up procedures.
- Assist Captain with safe ferry boat operation.
- Follow Coast Guard Rules of the road and FCC radio operation guidelines.
- Maintain lookout for other vessels or objects. Frequently refer to radar in adverse weather and during night shift operations.
- Communicate promptly with Captains/Boat Operators, Ticket Sellers and Island Office concerning traffic, freight, tour buses and schedules as appropriate.
- Notify Captains, Marine Operations Manager, General Manager or Maintenance and Repair Coordinators promptly of mechanical problems.
- Perform required engine room checks.
- Using handheld computer accurately sell and collect passenger, auto and other fares as required.
- Load and unload freight with care. Charge freight appropriately. Call in freight to the office. .
- Assist with the safe loading of vehicles, passengers and freight on ferryboats.
- Maintain and clean passenger areas, deck areas, restrooms, pilothouses and engine rooms.
- Enforce "No Smoking" rules on boats.
- Pick up Bayfield parking lot and Island dock as time allows between trips.
- Empty trash containers and replace liners.
- Assist in maintaining shore facilities as required.
- Paint, make repairs to docks or machinery and perform other projects as scheduled by Marine Operations Manager.
- Perform other tasks as required.

Required Knowledge, Skills and Abilities:

- Excellent knowledge of ferry boat operation, ferry schedules and rates and area tourism attractions. (To be trained on the job).
- Should exhibit excellent interpersonal and communication skills with customers, employees and management.
- Current and valid driver's license.

Fiscal Responsibilities:

- Accountable for accurate collection of customer fares and charges.

Other Responsibilities:

- Punctuality and attendance are extremely important and the responsibility of all boat crew.
- Coast Guard regulations require that boat crew have a pre-employment drug test and are subject to random drug and alcohol testing during their employment.
- Ability to work a variety of shifts including weekends, holidays, days, nights, early mornings and during adverse weather.

Physical Demands:

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is:

- Regularly required to stand; use hands to finger, handle or feel; reach with hands and arms and stoop, kneel, crouch or crawl, bend, twist and squat.
- Occasionally required to walk; sit; climb or balance; talk or hear and taste or smell.
- Occasionally must, with assistance lift and or move up to 100 pounds, with frequent lifting and /or carrying of objects weighing up to 50 pounds.
- Required to have specific vision abilities including close vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.