

## VOLKER STEVIN HIGHWAYS POSITION PROFILE

<b>Position:</b>	Ferry Operator	<b>Status:</b>	Permanent - Hourly
<b>Company:</b>	Volker Stevin Highways Ltd.	<b>Location:</b>	Gleichen
<b>Division:</b>	Highways	<b>Supervisor:</b>	Foreman

<b>Is this Safety Sensitive position?</b>	Yes
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**Volker Stevin Canada and its subsidiaries** across **Western Canada** are dedicated to providing the highest level of quality services in the areas of: construction, project management, highway maintenance, civil works and bridge construction, maintenance and rehabilitation expertise, and asphalt/aggregate plants and pits.

In anticipation of our client’s needs, we strive to build and maintain long term relationships based on safety, quality, value, trust, and timely service. In addition to upholding professionalism, integrity, honesty, and fairness in our relationships with our clients, professional associates, subcontractors, and suppliers we ensure the longevity of the Company while sustaining growth and profitability.

Holding a moral obligation to a safe, environmentally responsible work environment we model safety excellence as our way of life – where individual professional growth is the foundation for company growth. Our culture of building and maintaining successful partnerships instills confidence in achieving both employee and client goals.

### Position Rationale

The position of a ferry operator is crucial for the efficient and safe transportation of passengers, vehicles, and goods across the Bow River.

### Position Accountabilities

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|---------------------------|--|
| <b>Insert Subheading:</b> |  |
|---------------------------|--|
- Safe operation of ferry across the Bow River. This includes adhering to established routes, avoiding hazards, and maintaining a safe speed.
  - Operate all controls and systems of the ferry, including propulsion, steering, communication equipment, and navigation aids. Monitor engine performance, fuel consumption, and other operational parameters to ensure smooth operation.
  - Ensure the safety and well-being of passengers and crew at all times. Implement and enforce safety procedures, including emergency drills, evacuation protocols, and the use of safety equipment such as life jackets and firefighting appliances.
  - Adhere to published schedules and timetables, ensuring timely departures and arrivals at designated ports. Coordinate with terminal staff and other vessels to facilitate smooth loading and unloading operations.

- Be prepared to respond quickly and effectively to emergencies, including medical incidents, mechanical failures, adverse weather conditions, or security threats. Follow established procedures for emergency communication, evacuation, and coordination with emergency services.
- Documentation and Reporting: Maintain accurate records of voyages, including departure and arrival times, passenger counts, fuel consumption, maintenance activities, incidents, and any other relevant information. Prepare reports as required by regulatory authorities or company policies.
- Understand and follow directions from supervisor.
- Level of comfort with water.

**Customer Service:**

- Greet passengers warmly as they board the ferry, creating a positive and welcoming atmosphere from the outset of the journey.
- Offer comprehensive information about the ferry's amenities, safety procedures, onboard services, and points of interest along the route. Answer questions and address concerns to enhance passengers' understanding and confidence in the journey.
- Listen attentively to passengers' inquiries, concerns, or complaints, and respond promptly and courteously. Take proactive steps to resolve issues and address any dissatisfaction to the best of your ability, escalating to appropriate personnel if necessary.
- Safety Communication: Communicate safety instructions and procedures clearly and effectively, both verbally and through visual aids or signage. Ensure that passengers understand how to use safety equipment, locate emergency exits, and respond in the event of an emergency.
- Maintain a professional and courteous demeanor at all times when interacting with passengers, colleagues, and other stakeholders.

**Working Environment / Conditions:**

- Position involves working rotating shifts to ensure coverage during operational hours, including evenings, nights, weekends, and holidays as needed.
- Accommodation at the ferry house will be provided for weekends and overnight stays.
- Ferry operators often work in outdoor environments, exposed to elements such as sun, wind, rain, and cold temperatures, particularly when navigating open water or during docking and mooring procedures. They must be prepared to work in various weather conditions and dress accordingly to ensure comfort and safety.
- The role of a ferry operator can be physically demanding, requiring strength, agility, and stamina to perform tasks such as operating controls, handling mooring lines, conducting safety inspections, and assisting passengers with boarding and disembarking.

**Safety:**

- Actively engage in the company's culture of Safety Excellence.
- Engage management on an ongoing basis regarding safety activities and successes.
- Remain visibly committed to the safety excellence way of life by:
  - Participating in all relevant safety training.
  - Daily inspections.
- FLHA daily.



Position Requirements:	
Qualifications & Experience:	
<ul style="list-style-type: none"> <li>• Class 5 with clean abstract.</li> <li>• High school diploma.</li> <li>• Must be able to recognize when to seek assistance from supervisors.</li> <li>• Ferry operators must demonstrate the ability to assess and resolve operational challenges, mechanical issues, or emergency situations effectively. Strong problem-solving skills and the ability to remain calm under pressure are essential.</li> <li>• Prior experience working on vessels is highly desirable. Experience in roles such as deckhand, boat operator, or crew member can provide valuable practical knowledge and skills relevant to ferry operation.</li> <li>• Effective communication skills are essential for interacting with passengers, crew members, and shore personnel. Ferry operators should be able to communicate clearly and professionally in both routine and emergency situations.</li> <li>• Ability to ascend to elevated positions occasionally.</li> </ul>	