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**JOB DESCRIPTION**

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##### POSITION TITLE: Skipper

##### BUSINESS UNIT: Southern Discoveries

**LOCATION: Milford Sound**

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**Position Objectives**

* To manage operation of the vessel they are rostered onto, the Team leader and his/her crew ensuring that the Team leader has all the support they require in preparing the vessel and food to meet the operational needs.
* The skipper is ultimately responsible for the safety of customers and crew, welcoming customers at boarding time, liaising with terminal staff, deliver the commentary and support the crew who deliver different language commentary.
* The skipper is also responsible to ensure all crew are signed off to Maritime NZ requirements.

**Reporting Responsibility**

* This position immediately reports to the Operations Manager

**Staff Reporting to this Position**

* With regards to all aspects of vessel safety, all staff working on the vessels shall report to the Skipper.

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| **Key Duties** | **Outcomes** |
| **1.1 Health & Safety** | * Under the Health and Safety at Work Act (HSWA) 2015, all staff must take responsibility for health and safety, and ensure wherever practicable and reasonable that they, or others, are not harmed by something they do, fail to do, or do incorrectly. * Promptly report any accident, incident or near miss that occurs in the workplace using the appropriate procedure. * Maintain a safe working environment by monitoring safety procedures and equipment. * Where required, train Health & Safety matters including effective use of equipment/chemicals in accordance with manufacturers’ instructions. * Where required, train staff in procedures in the event of emergencies such as fire, earthquake, in line with company policy and legislation * Be proactive in ensuring all operating procedures are adhered to including identifying and acting upon any new hazards or risks. * Suggest improvements and encourage staff participation in Health & Safety * Attend, participate, and if required, lead departmental Health & Safety meetings * Assist passengers in case of emergency, and be observant of guests to ensure general safety |
| **1.2 Fully knowledgeable of onboard systems** | * Full awareness of all operation procedures, safety procedures and systems, and workplace hazards. |
| **1.3 Training and supervising Boat Hosts, Team Leaders and Galley Staff in all aspects of safety procedures on the vessels** | * Ensure that staff have the skills to perform the duties outlined in their job description, and that they are completely confident in all safety procedures. |
| **1.4 Vessel Maintenance** | * All oil and filter changes are carried out in a timely fashion as they become due. General maintenance duties are performed taking into account advice given from the maintenance team. |
| **1.5 Ensure compliance with The Sale of Liquor Act 1989 including The Sale of Liquor Act Amendment Act 1999 and any other relevant regulations relating to the sale and supply of liquor** | * A legally compliant and safe drinking environment. |
| **1.6 Record keeping** | * All vessel logs, trip records and training documents are completed in accordance with requirements. |
| **1.7 Compliance** | * Comply with Skippers Protocols, Standard Operational Procedures and the Milford Sound Code of Practice for Commercial Vessels. |
| **1.8 Commentaries** | * Provide a clear and concise, factual, informative and relevant commentary about the highlights of Milford Sound. Assist with and facilitate the delivery of foreign language commentaries. |
| **1.9 Customer Service** | * Always project a favourable image of the company and behave in a professional manner. Boarding procedures are carried out in a timely and professional manner. |
| **1.10 Undertake and apply any training that may be required by the company** | * This may include but is not limited to First Aid Certificates and Liquor Licence. |
| **1.20 Daily and periodic cleaning** | * Ensure that the vessels are maintained to the highest level of cleanliness for maximum customer and staff satisfaction, safety and hygiene, and attractive appearance. |
| **1.21 Create a safe and memorable journey for passengers** | * Be observant of passenger’s actions to ensure their safety. Interact with guests whenever time and duties permit. |
| **1.22 Other Tasks** | * Carry out other tasks that the company may reasonably ask you to complete. This may include assisting at the Discovery Centre when and if required (particularly during the winter months). |

Plus any other tasks that the Employer may reasonably ask you to complete.

You acknowledge that your role may develop to include other tasks in addition to those listed above.

**Position Profile**

The position is best suited to a person with a desire to live and work in Milford Sound, accepting the remoteness of the business, and the climatic and environmental factors that occur in Fiordland.

**Key relationships:**

**Internal**

* Maintenance - Maintain a close working relationship with contractors providing the maintenance and with Ops Manager.
* Duty Manager – Maintain a good working relationship.
* Office Staff – liaise daily and work closely. Maintain a good working relationship.
* Crew – regular consultation that may include meetings to ensure all staff have a thorough understanding of their responsibilities regarding safety.

**External**

* Customers – communicate in a friendly, professional and informative manner.
* Tour Leaders – when appropriate, liaise in a manner that reflects well on Southern Discoveries.
* Suppliers – as required liaise in a manner that reflects well on Southern Discoveries Cruises.

**Qualifications and Experience**

**Essential**

* Minimum ILM qualification.
* Good organisational and communication skills.
* Ability to work both under direction and without supervision.
* Ability to work as a team member.

#### Desirable

* Previous supervisory experience.
* Food handling/hygiene certificate.
* A thorough knowledge of Fiordland National Park, and surrounding areas.
* Current First Aid Certificate.
* Current NZ Bar Managers Certificate.
* NZ class 1 driver’s license.

**I have read and understood this position description (please initial each page as acknowledgement)**

**Name:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**