

Job Class Profile: Wharf Attendant**Pay Level: CG-18 Point Band: 278-291**

Factor	Knowledge	Interpersonal Skills	Physical Effort	Concentration	Complexity	Accountability & Decision Making	Impact	Development and Leadership	Environmental Working Conditions	Total Points
Rating	1	2	4	3	1	1	2	1	5	
Points	47	33	25	14	30	22	41	21	54	287

JOB SUMMARY

The Wharf Attendant performs a variety of manual onshore activities relating to the operation of a ferry.

Key and Periodic Activities:

- Receives and releases tie-up lines during arrivals and departures of vessel.
- Loads and unloads freight, mail and other materials and supplies and deposits in appropriate storage on vessel or at ferry headquarters.
- Performs a variety of janitorial and cleaning functions as required on on-shore facilities and on the vessel; cleans washrooms and waiting areas.
- Performs a variety of minor maintenance duties around on-shore facilities.
- Removes snow and ice and other debris from walkway areas around on-shore facilities.
- Collects fares and issues tickets to passengers at ticket booths in advance of boarding the ferry; deposits fares collected and accompanying records with Purser/Deckhand onboard vessel.
- Occasionally operates light duty vehicles when purchasing and delivering supplies.
- Answers telephone enquiries during absence of Ferry Services Manager.

SKILL**Knowledge****General and Specific Knowledge:**

- Knowledge of marine related operations
- Knowledge of janitorial and caretaker requirements

Formal Education and/or Certification(s):

- Minimum: Completion of High School. Possession of a valid class 5 Driver's Licence as issued by the Province of Newfoundland and Labrador.

Years of Experience:

- Minimum: < 1 year

Competencies:

Ability to follow basic instructions and work processes.

Ability to operate cash register.

Ability to respond to enquires in absence of Ferry Services Manager.

Interpersonal Skills

- A range of interpersonal skills such as listening to information from others and asking questions when necessary to ensure understanding of job requirements; providing routine information and direction to others regarding ferry fees; and gaining the cooperation of other employees to complete work tasks.
- Most significant contacts are: Supervisor (to obtain daily work assignments); Purser/Deckhand (to coordinate fares and tickets); and the general public.

EFFORT

Physical Effort

- The demands of the job occasionally result in considerable fatigue, requiring periods of rest.
- Lifting or moving objects over 50 lbs such as freight, mail and other materials and supplies occurs on an occasional basis.
- Work requires standing for prolonged periods in the performance of daily activities; walking, driving and climbing is performed on a regular basis.

Concentration

- **Visual** concentration and **auditory** demands are required when performing activities relating to the tie-up and release of lines during arrival and departure of vessels.
- Activities such as collecting fares and issuing tickets can be **repetitious** and require alertness.
- **Time pressures and deadlines** are experienced when loading and unloading freight, materials and supplies due to ferry schedules.
- **Higher than normal level of attentiveness/alertness** is required when tying up and releasing ferry lines at the dock as safety must be given priority.
- Majority of above noted duties require **eye/hand coordination**.
- **Exact results and precision** are also required when performing above noted functions to ensure safety of passengers.

Complexity

- Tasks and activities are typically repetitive and well defined requiring the use of similar skills and knowledge.
- Reference material available to assist in addressing problems, challenges and issues include safe work practices, Occupational Health and Safety guidelines, policies and procedures and advice and guidance from supervisor.

RESPONSIBILITY

Accountability and Decision-Making

- Work tasks and activities are highly monitored and controlled.
- Works under the direction of a supervisor who reviews work through discussions and general observation of results achieved.

Impact

- Work results impact the immediate work area, department and the general public as well as

resources such as processes and systems (collection of fees and issuing of tickets); facilities (activities relating to securing and releasing vessel at the dock); and corporate image (ensuring tasks and activities are performed with safety in mind).

- Mistakes or errors could impact the immediate work area as work may have to be performed over again; may result in unsafe conditions. Mistakes while performing wharf attendant duties could endanger the general public and co-workers in the immediate area.
- Consequences of mistakes or errors are typically identified and resolved within hours since work is closely supervised.

Development and Leadership of Others

- There is no supervision of staff.
- May provide orientation of new employees.

WORKING CONDITIONS

Environmental Working Conditions

- Special precautions and safety equipment are required. Personal safety equipment including hard hat, safety goggles and vests, steel toe boots, work gloves and harness may be required.
- Due to safety precautions and equipment, there is a limited likelihood of minor cuts, bruises, abrasions, minor illnesses, fractures or injuries resulting in partial or total disability.
- May be exposed to dirt and dust, wet and slippery surfaces, adverse weather conditions, odours, fumes, chemicals and temperature extremes as a result of working on a wharf.