Job Class Profile: Wharf Attendant

Pay Level: CG-18  Point Band: 278-291

<table>
<thead>
<tr>
<th>Factor</th>
<th>Knowledge</th>
<th>Interpersonal Skills</th>
<th>Physical Effort</th>
<th>Concentration</th>
<th>Complexity</th>
<th>Accountability &amp; Decision Making</th>
<th>Impact</th>
<th>Development and Leadership</th>
<th>Environmental Working Conditions</th>
<th>Total Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rating</td>
<td>1</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>5</td>
</tr>
<tr>
<td>Points</td>
<td>47</td>
<td>33</td>
<td>25</td>
<td>14</td>
<td>30</td>
<td>22</td>
<td>41</td>
<td>21</td>
<td>54</td>
<td>287</td>
</tr>
</tbody>
</table>

**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 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.