



Position: Harbourmaster

Reports to: Marine Services Manager

Department: Marine Services

The Marine Services “Harbourmaster” is at the heart of the on-water experience at the Royal Canadian Yacht Club and is responsible for managing the docks, the visiting/transient sailors program, as well as the practical aspects of dock-repairs and ongoing maintenance. The Harbourmaster manages and supports the seasonal Dockmasters in their customer-service duties, including managing incoming cruises, slip management, facilities cleaning and maintenance duties. The Harbourmaster also participates in marine operations, including assisting on the rigging / operations team (when time and duties permit), on-water ‘towing’ of boats and slip reassignments, etc. Additional duties in this role also include implementation and enforcement of environmental policies.

Duties

The position of MS-Harbourmaster requires a reasonably high level of knowledge and skill in administration; maintenance, scheduling and operations are also very important. Sample tasks include:

Client Service & Administration

- Work with and supervise the seasonal dockmasters.
- Greet and direct visiting sailors, administer and manage summer visitor docking including billing.
- Knowledge of all activities that are happening on the Island grounds each day and be able to direct members and visitors appropriately, courteously, and succinctly.
- Handle relevant Member issues and concerns in a professional and direct manner.
- Process visitor billing.
- Send out appropriate communication as required.
- Ensuring the daily task list is completed.

Staff Management

- Delegate daily tasks to Dockmaster team and ensure completion

Dock Management

- Manage Island and City Dry Sail Areas
- Manage repairs, including the use of contractors where appropriate.
- Evaluate existing docks, implementing planning for capital where appropriate.

Environmental Management System

- With help from appropriate staff, enforce Environmental Rules and Regulations.
- Ensure the Club is meeting the requirements to attain an industry-specific environmental certification.
- Other Duties as Required
- Assist Marine Services Manager as required.

Qualifications:

- Candidates should obtain Pleasure Craft Operators Card prior to employment term
- Strong Administrative abilities, including standard use of computer programs
- Willing to obtain Toronto Harbour License
- Ability to work both independently and as a team; ability to multi-task and well organized
- Willingness to be coached / embracing of RCYC standards and culture
- Works well under pressure

Hours of Work:

- 40 hours per week – hourly rate.
- Able to work outdoors under various weather conditions
- Weekend work will be required, however scheduling flexibility is available.
- Seasonal, March – December

Health & Safety:

- Must work in compliance with the Occupational Health and Safety Act Regulation and follow in accordance to the Club’s Health and Safety policies and procedures
- Report all accidents, illnesses, or ‘near miss’ incidents to your direct Reporting Manager immediately

To apply please submit a copy of your cover letter(optional) & resume to careers@rcyc.ca indicating the position in the subject line of your email.

We thank all applicants for their interest; however only those selected for an interview will be contacted.

The RCYC is committed to fair and equitable recruiting practices in accordance with the Accessibility for Ontarians with Disability Act (AODA). Persons with disabilities are encouraged to come forward at any stage of the recruitment process to request accommodations, if needed. Members of our team will consult and create processes that provide individuals with disabilities the best possible recruitment experience.