



Position Title: Ferry Operator
Reports To: Director of Operations
Department: (Public Works - Ferry Operations)
Status: Seasonal
Revision Date: July 2026

JOB PURPOSE

The Ferry Operator is responsible for the safe, efficient, and reliable operation of the municipal passenger ferry service on Miss McKenzie II. The position provides transportation for passengers travelling between the Cochenour docks and McKenzie Island and ensures service is delivered in accordance with applicable legislation, municipal policies, operating procedures, and established safety standards. This is a safety-sensitive position, and the Ferry Operator must be fit for duty at all times.

The Ferry Operator is accountable for the day-to-day operation of the ferry, including vessel and site inspections, oversight of passenger loading and unloading, routine operational checks, recordkeeping, fare handling, and front-line customer service. The position contributes directly to the continuity of municipal transportation service and to the safety of passengers, co-workers, contractors, and the general public.

This is a unionized municipal position governed by the terms and conditions of the applicable collective agreement. The incumbent is expected to perform the duties of the position in accordance with the collective agreement, municipal policies, established procedures, and all applicable legislative requirements.

SPECIFIC ACCOUNTABILITIES

- Operate the municipal ferry (Miss Mckenzie II) safely and efficiently in accordance with established procedures and applicable legislation.
- Transport passengers safely and efficiently between Cochenour docks and McKenzie Island.
- Conduct routine inspections of the ferry, docking facilities, ramps, gates, and related safety equipment.
- Monitor loading and unloading activities to ensure safe vehicle placement, passenger movement, and compliance with operating limits.
- Monitor weather, water, visibility, and operating conditions and respond appropriately within established procedures.
- Enforce safety rules, occupancy limits, and restricted access requirements.
- Provide courteous, professional customer service and respond to routine public inquiries and concerns.
- Collect fares, process payments, maintain related records, and reconcile revenues in accordance with municipal procedures.



- Maintain accurate operational records, including trip logs, inspections, incidents, hazards, and maintenance concerns.
- Identify and report equipment malfunctions, maintenance needs, unsafe conditions, and service issues.
- Perform routine cleaning, housekeeping, and minor operational maintenance of the ferry and work area.
- Respond to emergencies, incidents, and service interruptions in accordance with municipal and Transport Canada procedures.
- Assist with signage, barriers, traffic control, seasonal start-up/shutdown, and general operational readiness.
- Carry out duties in compliance with the Occupational Health and Safety Act, municipal policies, Transport Canada and applicable marine and safety requirements.
- Perform other related duties within the scope of the position and the collective agreement.

KNOWLEDGE, SKILLS & TECHNICAL ABILITIES

- Strong judgment and situational awareness in changing weather, water, and operating conditions.
- Effective communication and interpersonal skills with a professional approach to the public, contractors, and co-workers.
- Strong customer service, observation, problem-solving, and recordkeeping skills.
- Competence in safe ferry operation, docking procedures, loading and unloading practices, and passenger and vehicle control.
- Familiarity with inspections, minor maintenance, safe work procedures, emergency response practices, and operational reporting.
- Proficiency in using radios, phones, logbooks, and other communication or recordkeeping tools related to the position.

WORKPLACE REQUIREMENTS & CONDITIONS

- High School Diploma.
- A valid Ontario driver's license in good standing is required.
- Must have, or be willing to obtain, valid MED certification, a Marine Medical Certificate, Marine First Aid, and the required sea time.
- Must be willing to complete any additional training, certification, and licensing requirements necessary to qualify as a Ferry Operator.
- Must maintain all licenses, certifications, and training required for the operation of the municipal ferry service.
- Work is performed primarily outdoors and on or around water in varying weather and operating conditions.
- Exposure to moving vehicles, mechanical equipment, water hazards, slippery surfaces, noise, and changing visibility conditions.



- Physical demands include standing, walking, bending, climbing, lifting, pushing, and pulling.
- Must be available to work shifts, weekends, statutory holidays, and additional hours as operationally required.
- May be required to respond to emergencies or service interruptions.

RELATIONSHIPS

- **Internal:** Regular interaction with Ferry Services staff and periodic contact with other municipal employees in support of operational, administrative, and service delivery requirements.
- **External:** Daily contact with members of the public, including residents, tourists, contractors, emergency personnel, and other ferry users.

RATE OF PAY

- \$29.22 Hourly – Job Classification 10

UNION

- United Steelworkers