



Bruce Anchor Cruises

61 Front Street | Tobermory, ON | N0H 2R0
519-596-2555 | www.bruceanchor.com

POSITION TITLE: Shuttle Bus Driver

Reports to: Shore Operations Supervisor

Department: Ticket Booth

Location: Tobermory, ON

About Bruce Anchor Cruises:

Bruce Anchor Cruises operates a fleet of glass bottom tour vessels within Fathom Five National Marine Park which occupies some of the most pristine waters in the Great Lakes. Fathom Five is home to numerous historic light stations, over twenty known shipwrecks, and Flowerpot Island.

Our extremely unique and modern glass bottom vessels depart Tobermory on a regular schedule. Our tours operate during the spring, summer, and fall. Within minutes of departing our dock, passengers are given an opportunity to view two 19th century shipwrecks, The Sweepstakes and The City of Grand Rapids, resting just a few feet below the surface. Following the shipwreck viewing, our vessels pass by Big Tub Light House (1885). From there we continue on to Flowerpot Island. During the cruise around Flowerpot Island passengers will view magical scenery. This scenery includes the historic Flowerpot Light station, the light keeper's home, the Flowerpot rock formations and more. Passengers planning to hike the island may disembark and explore the island on foot for a couple of hours.

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Position Overview:

We are a team of professionals passionate about delivering the highest quality and service to our guests, many of which are traveling from all over the world. Here at Bruce Anchor Cruises we are committed to excellence. It is our mission to provide a quality experience for each and every guest the first time and every time.

Shuttle Bus Drivers are responsible for the safe and efficient transport of guests from Bruce Anchor Cruises parking areas to locations that Bruce Anchor Cruises vessels will be boarding, as well as maintain a friendly and positive attitude every day, with all guests and employees.

To be considered for this role, we ask that you have customer service experience, the ability to work well in a team environment yet have a reasonable degree of independence, the flexibility to work long hours, evenings and weekends until and including Labour Day weekend, outstanding



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communication skills and a demonstrated value for commitment. A valid F Class license is also required.

Because the daily operation of Bruce Anchor Cruises can change from day to day, Bruce Anchor Cruises reserves the right to alter or include other duties as required.

Duties and Responsibilities:

- Monitor and ensure that all passengers are transported from the parking area to the vessel boarding area in a safe, organized way, based on their needs.
- Complete required paperwork such as log sheets, dispatch sheets, etc.
- Notify management of any vehicular problems.
- Operate all company equipment needed to communicate with company representatives such as radio in order to receive information, updates, passenger location and schedule changes.
- Understand the basics of each operating vessel, including the route, capacities and restrictions, as well as its schedule.
- Understand the history of Tobermory's shipwrecks and Flowerpot Island.
- Review, understand and adhere to Bruce Anchor Cruises policies, procedures and safety standards.
- Maintain a clean, fueled and safe bus.
- Provide professional level customer service to all guests interested in sailing with Bruce Anchor Cruises.
- Have knowledge of Bruce Anchor Cruises landmarks, such as the Bruce Anchor Motel, parking areas and ticket sales services.
- Provide a clean facility for guests sailing with Bruce Anchor Cruises including but not limited to outside grounds and parking areas and company washroom facilities. Moving garbage to designated areas will be required.