



Buffalo Bayou Partnership

Position Announcement:

Pontoon Boat Tour Deckhand

Reports to: Venue and Visitor Services Supervisor
Classification: Contract
Pay Rate: \$15 / hour
Weekly Schedule: Hours vary, weekend and evening availability required per tour schedule
Departure Location: Buffalo Bayou Partnership, 1019 Commerce St, Houston TX 77002

Buffalo Bayou Partnership

Established in 1986, Buffalo Bayou Partnership (BBP) creates and stewards welcoming parks, trails, and unique spaces, connecting Houstonians with the city's most significant natural waterway. The non-profit organization's geographic focus is the 10-mile stretch of the bayou that flows from Shepherd Drive, through the heart of downtown, into the East End, and on to the Port of Houston Turning Basin. BBP spearheads award-winning projects such as Buffalo Bayou Park; constructs hike and bike trails; removes trash from the waterway; and engages tens of thousands of visitors each year through programming, public art, volunteer events, and recreational opportunities.

Position Summary

A pontoon tour boat deckhand is responsible for assisting with the smooth operation of pontoon boat tours on Buffalo Bayou. This role involves a combination of customer service and safety management. Deckhands typically assist in welcoming and checking in passengers, ensuring their safety by providing safety briefings, and helping with boarding and disembarking. Additionally, deckhands often play a role in maintaining cleanliness on the boat, including keeping common areas tidy, and may assist the captain in various tasks throughout the tour.

Customer interaction is a key aspect of this position, therefore strong communication and interpersonal skills are important. Deckhands should be attentive to passenger needs, answer questions throughout the tour, and contribute to an enjoyable overall experience for those on board. Safety consciousness, teamwork, and a willingness to learn are essential qualities for a pontoon boat tour deckhand.

Duties and Responsibilities

- Interact with groups of up to 21 guests, utilizing a provided script, to share points of interest and enhance the tour experience
- Memorize and deliver a brief safety script to passengers
- Aid passengers during boarding and disembarking
- Perform light cleaning duties as directed

- Use personal phone to communicate passenger headcount to the main office and ensure accurate record-keeping
- Lift up to 40 lbs. as required for tasks such as equipment handling or assisting passengers
- Assist with various tasks as assigned, contributing to the overall efficiency and success of pontoon boat tours

Qualifications

- Flexible availability, including evenings and weekends, to accommodate pontoon boat tour schedule
- Spanish language skills a plus
- Able to provide excellent customer service
- Able to be both friendly and authoritative
- Comfortable working on a moving vessel
- Able to represent Buffalo Bayou Partnership with a high level of integrity and professionalism and adhere to park policies
- Able to correspond via email
- Able to communicate clearly and effectively with individuals of varying ages as well as social and cultural backgrounds
- Dependable, flexible, and adaptable in a dynamic and changing environment
- Able to pass a criminal background check as well as pre-employment and random drug testing

To Apply:

Please submit resume and cover letter to

jobs@buffalobayou.org

Subject line: Pontoon Boat Tour Deckhand

No phone calls please.