



Buffalo Bayou Partnership

Position Announcement:

Pontoon Boat Tour Deckhand

Reports to: Director of Venue and Visitor Services
Classification: Contract
Payrate: \$17/hour
Departure Location: 1019 Commerce Street, Houston, TX 77002

Buffalo Bayou Partnership

Established in 1986, Buffalo Bayou Partnership (BBP) is the non-profit organization creating and stewarding welcoming parks, trails, and unique spaces, connecting Houstonians with the city's most significant natural waterway. The organization's focus is the 10-mile stretch of the bayou that flows from Shepherd Drive, through the heart of downtown and the East End, and on to the Port of Houston Turning Basin. In addition to spearheading award-winning green spaces such as Buffalo Bayou Park, BBP also operates comprehensive green space and waterway maintenance programs and engages tens of thousands of visitors each year through dynamic programming, public art, volunteer events, and recreational opportunities that enrich the quality of life in Houston.

Position Summary

The Pontoon Boat Tour Deckhand is responsible for assisting with the smooth operation of pontoon boat tours. 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 and 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 this position.

Duties and Responsibilities

- Address groups of up to 26 guests comfortably, 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

- Assist with various tasks as assigned, contributing to the overall efficiency and success of boat tours

Qualifications

- Availability to work flexible hours, including weekends, evenings, and holidays if necessary
- Comfortable working on a moving vessel
- Spanish language skills a plus

Abilities

- Lift up to 40lbs occasionally as required for tasks such as equipment handling or assisting passengers
- Pass a criminal background check as well as pre-employment and random drug testing
- Provide excellent customer service, being both friendly and authoritative
- Dependable, flexible, and adaptable in a dynamic and changing environment
- Correspond via email
- Communicate clearly and effectively with individuals of varying ages as well as social and cultural backgrounds
- Represent BBP with a high level of integrity and professionalism and adhere to BBP's policies

Salary and Benefits

Buffalo Bayou Partnership offers a competitive salary and excellent benefits.

BBP is an Equal Opportunity Employer.

To Apply:

Please submit resume and cover letter to:

jobs@buffalobayou.org

Subject line: Pontoon Boat Tour Deckhand

No phone calls please.