



TERMINAL SERVICE ATTENDANT

Seasonal

Port Hardy and North Island
Port Hardy

Wednesday May 13, 2026

\$26 - \$30/ hour (\$28.51/Hr)

Company: BC Ferries

Website: <https://www.bcferrries.com/careers>

Industry: Tourism/ Hospitality

Remote/Camp Based Job: No

How to apply:

Join us! If this sounds like your next great career move, please submit your cover letter and resume by May 24, 2026. *Please ensure to upload any relevant certificates you currently hold during the application process* Apply directly at: <https://careers-bcferries.icims.com/jobs/4389/terminal-service-attendant/job?mobile=false&width=843&height=884&bga=true&needsRedirect=false&jan1offset=-480&jun1offset=-420>

Expiry Date:

Sunday, May 24, 2026

Details:

TERMINAL SERVICE ATTENDANT Port Hardy Seasonal The opportunity We are seeking individuals who are passionate about providing amazing customer service while prioritizing safety and creating a positive environment. Reporting to the Terminal Operations Supervisor, Terminal Service Attendants are responsible for:

- Cleaning terminal buildings and grounds including washing and waxing floors/walls, washing windows, vacuuming, dusting, and cleaning washrooms; replenishing supplies and maintaining an inventory of supplies; removing garbage and picking up litter; shovelling snow, sanding, power washing, lawn mowing, weed-eating and sweeping grounds; and maintaining garden areas.
- Providing fare, schedule and procedural information to customers; listening to customers' complaints and requests; resolving or referring to appropriate resource; and applying the Service Interruption Plan as required.
- Directing vehicle and foot traffic; checking and collecting boarding passes; assisting customers on/off vessel; and assisting with disabled vehicles.
- Inspecting berths, ramps and docks; assisting with vessel docking including adjusting ramps and handling mooring lines; giving the all clear for vessel departure as required; assisting vessel in ship-to-shore power hook up; checking for and advising vessel of any potentially hazardous conditions including dangerous goods, oversize vehicles and weight restrictions; and providing an accurate vehicle and passenger count for the vessel.

- Inspecting and performing routine maintenance of terminal facilities and equipment including minor painting; and identifying and taking appropriate action to address repairs or deficiencies.
- Driving the fleet vehicle to pick up or deliver materials; unloading and loading materials on vessel; operating the forklift if required; and handling baggage.
- Participating in safety drills; setting alarms and securing terminal at closing; identifying situations which present a safety hazard; and conducting rounds of the terminal and docked vessel, and reporting any security breaches or unusual activity.
- Staying current with company policies, procedures and operational directives; and performing various administrative support tasks including updating files and manuals; completing inspection reports; maintaining an activity log; and answering the telephone.
- Performing additional duties such as calculating and processing fares; selling media; processing reservations; preparing and auditing media sales records and revenue reports; ordering and checking change orders; and preparing cash floats and deposits.

"We connect communities and customers to people and places important in their lives" At BC Ferries, our employees are our most important assets in delivering our commitment to customer safety, service and satisfaction. We support employment equity and diversity in the workplace, and we encourage applications from all qualified individuals including women, visible minorities, Indigenous Peoples, persons with disabilities, persons of diverse sexual orientation, gender identity or expression (LGBTQ2S+), and others who reflect our ever-changing workplace. We appreciate the interest of all applicants; however, only those selected for an interview will be contacted.

Qualifications & Experience:

What you bring to the team: You are enthusiastic, reliable, and service orientated individual who excels working in a fast passed customer focused environment. You are an excellent communicator and work well individually or in a team environment. In addition, you are comfortable working in a physical environment and working outside in all weather conditions. You have one (1) year of customer service experience, and you possess a Class 5 or 7N Drivers Licence with a clean ICBC Drivers Record Report. A valid Food Safe Level 1 Certificate is required and can be obtained upon receiving an offer of employment.
