



POSITION DESCRIPTION

JOB TITLE: Master/Fleet Manager

JOB TYPE: Full Time

LOCATION: Darwin, NT

Company Overview:

We are a 100% Tiwi-owned marine tourism and charter business, committed to providing exceptional, unforgettable experiences on the water. Specialising in boat charters and eco-tours, including history and turtle tours, we are dedicated to safety, environmental sustainability, and superior customer service. As we continue to expand, we are looking for a dynamic and experienced Master/Fleet Manager to drive our marine operations and contribute to our growth.

Role Overview:

The Master/Fleet Manager reports directly to the General Manager and is responsible for overseeing the safe operation of our vessels, ensuring the wellbeing of both passengers and crew during tours, charters, and water taxi services. This role also includes managing vessel and bus maintenance schedules, proactively planning for future needs, and assisting with land-based operations. Under the guidance of the General Manager, you will ensure that all activities adhere to Australian Marine Safety Authority regulations (AMSA) and Sea Darwin-Sea Tiwi's Safety Management System (SMS), maintaining the highest standards of safety, service, and sustainability.

Key Responsibilities:

1. **Vessel Operations:**

Operate Sea Darwin's vessels for tours, charters, and water taxi services in accordance with AMSA Regulations and Sea Darwin-Sea Tiwi's SMS. Make swift, safe decisions in a fast-paced environment to ensure efficient operations while adhering to all regulatory and safety requirements.

2. **Customer Service & Safety:**

Deliver exceptional customer service to all passengers, ensuring their safety and comfort throughout the journey. Provide clear communication regarding safety protocols, cruise information, and activities while maintaining a clean, safe, and welcoming environment on board.

3. **Vessel Maintenance & Management:**

Maintain vessels to survey standards, ensuring all mechanical, engineering, and aesthetic requirements are met, including regular docking, maintenance, and antifouling. Work proactively with the General Manager to plan for equipment

replacements and future maintenance needs, such as engine upgrades and boat equipment replacements, ensuring that all maintenance is aligned with AMSA and SMS guidelines.

4. **Documentation & Reporting:**

Maintain accurate logs and documentation related to vessel operations, safety inspections, hospitality services, and crew time sheets, ensuring full compliance with AMSA, SMS, and company policies.

5. **Crew Leadership & Support:**

Lead, direct, and assist the crew in all operational matters, fostering a positive, collaborative work environment. Ensure crew members are well-trained, motivated, and equipped to deliver an exceptional experience to passengers while upholding safety standards.

6. **Land-Based Operations:**

Assist with the smooth running of land-based operations, including driving company buses as required. Oversee the maintenance and servicing schedules for land-based vehicles, ensuring they remain in good working order and comply with all necessary safety standards.

7. **Operational Planning & Rostering:**

Collaborate with the General Manager to forecast operational needs, including crew requirements and vessel maintenance schedules (e.g., docking, oil changes, refuelling, and deep cleaning), ensuring all aspects of the operation are managed effectively and proactively.

8. **Team Collaboration & Culture:**

Promote a positive work culture that encourages strong internal communication and teamwork. Ensure all staff are aligned with the company's values, mission, and commitment to high-quality service and sustainability, consistently working under the direction and leadership of the General Manager.

Qualifications and Experience:

- Master < 24m with a minimum MED 3
- Motor vehicle license with H endorsement
- Current Senior First Aid and RSA certification
- At least 2 years of commercial skipper experience (tourism experience preferred)
- Solid knowledge of vessel mechanics with a proactive approach to maintenance
- Strong passion for providing exceptional customer experiences
- Basic knowledge of Darwin's harbour habitats and history
- Excellent time management and organizational skills, with the ability to work unsupervised
- Ability to problem-solve, resolve conflicts, and show initiative in challenging situations
- Experience working with people from diverse cultural backgrounds
- Ability to maintain the company's culture and reputation
- Strong leadership skills with the ability to work effectively within a small team

If you have the qualifications, experience, and vision to elevate our tourism and marine services to new heights, we invite you to join our team and help us create unforgettable experiences for our guests while ensuring the future sustainability of our oceans.
