

May 8, 2018

Victoria International Marina

Job Description

Position/Title: Supervisor - Marina Attendant – Victoria International Marina

Business Unit: Victoria International Marina Ltd.

Reports to: Dockmaster

Job Overview: Supports the Dockmaster in the day to day operations of the Marina including: assisting with berthing and welcoming vessels to the marina, processing guest moorage, maintaining a safe and clean environment throughout the marina and grounds. Assisting the Dockmaster with training and supervision of the marina attendants. This positions responsibilities include (but are not limited to) the following:

Accountabilities:

Primary Responsibilities:

- Assist the Dockmaster with supervising a team who are passionate about providing luxury service;
- Ensures superior customer service levels are met;
- Completing moorage, utility and retail transactions;
- Answering the marina phones and assisting customers with all enquiries;
- Responding to VHF radio calls and directing vessels into the marina;
- All property associated with the Marina, as well as the parking lots and associated landscaping are managed to a quality standard suitable to the community, our customers/visitors and our team members;
- Ensure that the marinas' physical plant and fixed assets are carefully maintained, cared for, and secured when necessary;
- Ensure the marina is managed in a manner consistent with the terms and conditions of the Victoria International Marina Ltd. marina rules and regulations;
- Assists with operating black water pump out from vessels;
- Ensure that all garbage and recycling are removed and separated into proper bins;
- Active participation in the Health and Safety Committee;

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- Completing other tasks as directed;

Job Requirements:

Education and Technical Skills:

- PCOC – Pleasure Craft Operators Card
- ROC-M – Radio Operators Certificate – Marine
- Mechanical Aptitude an Asset
- Working knowledge of MS Office, Google and hand-held devices
- Emergency First Aid and C.P.R.
- Basic Cash Handling Skills
- Leadership and organizational skills

Experience:

- Previous marina experience supervising a team of diversified employees in a positive manner
- Boating and marina experience an asset
- Experience providing exceptional customer service

Physical Requirements:

- Standing and walking for extended periods of time
- Ability to work outside in a variety of weather conditions
- Ability to lift up to 50 lbs., carry and bend

Revised Date: May 8, 2018