

May 15, 2018

**Position/Title:** Marina Attendant – Victoria International Marina (VIM)

**Business Unit:** Victoria International Marina Ltd.

**Reports to:** Dockmaster

**Job Overview:** Supports the Dockmaster and the Marina Attendant team 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. This positions responsibilities include (but are not limited to) the following:

**Accountabilities:**

**Primary Responsibilities:**

- Ensure you follow the Victoria International Marina guiding values;
- Ensure superior customer service levels are met;
- Completing moorage, utility and retail transactions;
- Performing daily dock walks;
- Assisting with unloading delivery trucks and transporting items to guest vessels;
- Assist with parking/directing customer vehicles to assigned spots in parkade;
- Answering the marina phones and assisting customers with all enquiries;
- Responding to VHF radio calls and directing vessels into the marina;
- Ensure 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 floats, cleats, rub rail, bull rail and kiosks are kept clean at all times and to the high standards expected of our customers;
- 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;
- Completing other tasks as directed;

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**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:**

- Experience working with a team of diversified employees
- Boating and marina experience an asset
- Experience providing exceptional customer service
- Ability to work with limited supervision

**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: May 8,2018