

Job Title: Marina Operations Lead

Department: Marina Operations

Reports to: Harbormaster

January 2021

This position requires an individual with on the water and office experience, initiative, and strong interpersonal skills to assist the Harbormaster and Asst. Harbormaster in managing the Port's facilities and accommodating its many customers. This includes but is not limited to the following: Exceptional customer service skills are required to help customers, guests, and overall general public in varying situations. Representing yourself and the Port at all times.

Essential Duties: Assist Harbormaster and the Asst. manage the marina facilities, through customer interactions, safety procedures, vessel operations, maintenance, security, administrative duties, cash handling operations, summer dock staff operational training and oversight.

1. Work with Harbormaster and Facilities Manager to track safety procedures throughout the marina facilities. This can include inventories, inspections, maintenance of some or all safety equipment, and testing equipment. Participate as lead in marina safety meetings and track employee safety training.
2. Work with and track monthly customers and live-aboards to make sure vessels are maintained in a way that complies with Marina Rules and Regulations and Moorage and Live-aboard Agreements and enforce those policies.
3. Perform vessel safety checks and dock box inspections as part of marina wide derelict vessel tracking.
4. Lead on monitoring guest moorage electrical program and training dock staff.
5. Manage Port's pump-out program for monthly customers and guests.
6. Operate Port vessels to move equipment, boats, debris in and about the marina.
6. Track and maintain record of boating incidents and accidents and related type items in Port marina facilities.
7. Work with Harbormaster on overdue accounts and vessel impounds.
8. Help Harbormaster & Asst. lead in Security Program and fill in when necessary.
9. Maintain hand-held radios and VHF equipment.
10. With Assistant Harbormaster help train dock staff, handle cash register duties, track and collect monies for showers, parking, etc. and perform daily rounds/inventories, etc.
11. Take reservations for guests, assign guest spaces, and help manage guest operations with Asst. Harbormaster, participate in guest promotions and work with Harbormaster and Asst. on Port hosted events.
12. Works with Assistant Harbormaster on assigning shallow water moorage slips and tracking contracts, insurance, and registration.

Qualifications:

Education and/or Experience Preferred:

High School diploma, GED or equivalent in work experience

Marina and/or vessel operations

Must have some managerial experience

Retail and cash register knowledge

Skills & Abilities:

Must be able to operate Port's small vessels

Must be able to operate small water pumps or learn

Must be able to operate jib crane, forklift, electrical utility vehicles or learn

Must have reasoning ability and common sense to resolve problems

Must be organized and efficient to handle multiple tasks at once efficiently

Proficient use of general office machines, computers, cash register and ability to use several different software programs

Certifications & Licenses: (or be willing to obtain)

Valid Washington State Driver's License

USCG license or Washington State Boater's Card

First Aid & CPR Training

Background check by San Juan County Sheriff's office

Hepatitis series vaccinations

Working Conditions:

Work is performed both indoors and outside with frequent interruptions, often in a fast-paced environment. Work outside will be in all weather conditions and on surfaces that may be unbalanced, slippery, moving, inclined and at varying heights above cold and deep water. May be exposed to hazardous materials, work near electricity over water, near fuel tanks or unsanitary conditions. Outside work requires physical stamina and ability to move about freely for long periods of time and carry up to 50 pounds. Indoor work is at varied computer workstations, standing or sitting for long periods of time. Must be able to hear to answer phones, talk on radios and communicate with customers. Must be able to live on an island and travel for training opportunities.

Hours of Operation & Additional Job Functions:

Hours are 8-hour shifts, 32-40 hours/week depending on season. Work schedule will include weekends, some evenings, and holidays. Occasional callouts required. The essential functions should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to relieve or cover absences, to equalize peak work periods, or otherwise balance the workload and meet the emergency and ongoing needs of the Port and the marina facilities.

***Required to wear personal floatation devices, safety equipment and comply with dress and appearance guidelines.**

Port Benefits Offered: (see current Port Policy for all detailed benefits)

Health, Life, & Disability Insurance

Retirement/Pension & Deferred Compensation Programs

Holiday, Vacation, & Sick Time