

Job Title: Marina Operations Lead

Department: Marina Operations

Reports to: Harbormaster & Assistant Harbormaster

November 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 the Harbormaster and Asst. Harbormaster, 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. Assist the Harbormaster and Facilities Manager in maintaining and inspecting Port facilities. Help track monthly customers and live-aboards to make sure vessels are maintained in a way that complies with Marina Rules & Regulations and Moorage and Live-aboard agreements and help enforce these rules. Reports vessels of concern to the Assistant Harbormaster.
2. Assist in vessel safety checks and dock box inspections as part of marina wide derelict vessel tracking.
3. Monitor guest moorage electrical program and help train dock staff.
4. Assist in the operation of the pump-out boat for the Port's pump-out program.
5. Operate Port vessels to move debris in and about the marina.
6. Help track and maintain record of boating incidents and accidents and related type items in Port marina facilities.
7. Participate in Port Security Program.
8. Maintain hand-held radios and VHF equipment.
9. Help train dock staff, handle cash register duties, track and collect monies for showers, parking, etc. and perform daily rounds/inventories, etc.
10. Take reservations for guests, assign guest spaces, and help manage guest operations, participate in guest promotions and Port hosted events.
11. Will assist in the assignment of shallow water moorage slips and help track 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