



JOB DESCRIPTION

TITLE:	Dock Hand	LOCATION:	Ritz-Carlton (Lake Oconee)
REPORTS TO:	Operations Manager	STATUS:	Non-Exempt(Hourly)
SUPERVISES:	N/A	PAY RANGE:	\$8-\$11/hr

JOB SUMMARY: Responsible for running daily operations of the rental operation by providing excellent customer service, maintaining punctuality, communicating effectively with fellow employees and supervisors, and efficiently handling all tasks related to watercraft rentals. Supports and contributes to the mission, vision and values of the company:

Mission: To provide a memorable water sports experience for rental customers

Vision: To deliver the highest quality watercraft, maintain a professional demeanor, and create a lasting impression with each and every rental customer.

Values: *Accountability*-We are personally and collectively responsible for delivering on our commitments.

Collaboration- We communicate effectively with fellow employees and supervisors.

Compassion- We act with kindness and respect for all those we serve.

Excellence- In whatever we do, we do it with a dedication to be the best.

Integrity- We uphold the highest standards of honesty and integrity in all that we do.

Investment- We have a commitment to the growth and success of the rental business.

Adaptability- We proactively pursue continuous improvement.

Service- We strive to provide an experience that exceeds our customers' highest expectations.

Teamwork- We will respect and support one another in achieving our goals and mission.

Balance- We strive to operate a professional rental company with a focus on customer service to invest in our future.

REQUIRED QUALIFICATIONS

Education	High school diploma or equivalent
Experience	One to two years of customer service experience.
Licensure	N/A
Skills	Excellent customer service skills and communication skills, ability to work in a fast-paced and constantly changing work environment, computer programs including (Word, Excel, Web-based reservation system, etc.)
Environment	Outdoor environment onsite at the Ritz-Carlton Lodge beachfront and dock. Due to the location and time of year, will be exposed to high temperatures and humidity.
Hours of Work	Must be available to work on any day of the week. Additional hours will be required around holidays and certain high volume weekends. Hours of work are usually between 8am-6pm.
Travel	Requires minimal travel.
Physical Requirements	This position requires a moderate to high level of physical activity. May be required to occasionally lift items of up to 50lbs. Requires frequent computer use.

PREFERRED QUALIFICATIONS

Certification	CPR and Boater Education
Experience	Working knowledge of boats and jet skis.

JOB FUNCTIONS

1. Reception	<ul style="list-style-type: none">• Greet everyone in a friendly and professional manner.• Promote the company by engaging walk-up customers in conversation in an attempt to gain their business.• Obtain information from customers and enter into our web-based reservation system.
2. Clean, Maintenance & Outfit	<ul style="list-style-type: none">• Clean craft thoroughly (upholstery, rub rails/fiberglass, storage compartments, floors, windshields, etc.)• Routinely check battery, bilge, blower, electronics, and fluids in all of the watercraft at the dock.• Keep all watercraft outfitted with boat keys, fenders & dock lines, safety jackets, fire extinguisher, tow-equipment (if applicable) and tow-ropes/inflator.• Stay busy and productive during downtime by keeping work area, shack as well as all watercraft clean and in good working order.
3. Orientation	<ul style="list-style-type: none">• Become familiar with watercraft safety orientation and present this information to customers frequently on a daily basis.• Ensure customer is comfortable with craft before sending them out.
4. Financial Transactions	<ul style="list-style-type: none">• Conduct financial transactions (Cash, Charge, and Room Post)• Balance till and remove any cash sales from the register at closing. Place cash in an envelope and return to rental shack along with all signed contracts for the day.
5. Organization	<ul style="list-style-type: none">• Store all contracts in an organized manner so they can be easily retrieved.• Keep work space clean and organized.

ACKNOWLEDGEMENT

I have read this job description (or had it read to me) and completely understand all my job duties and responsibilities. I am able to perform the essential functions as outlined with or without reasonable accommodation. I understand that my job may change on a temporary or regular basis according to the needs of my company without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor. I understand that if at any time I am unable to perform the duties as outlined here, I must contact my immediate supervisor.

Employee Signature

Date