



## JOB DESCRIPTION

<b>TITLE:</b>	Marina Staff		<b>LOCATION:</b>	Harbor Club Marina
<b>REPORTS TO:</b>	Assistant Manager and/or Operations Manager		<b>STATUS:</b>	Non-Exempt(Hourly)
<b>SUPERVISES:</b>	N/A		<b>PAY RANGE:</b>	\$8 - \$11

**JOB SUMMARY:** Responsible for running daily operations of the marina by providing excellent customer service, maintaining punctuality, communicating effectively with fellow employees and supervisors, and efficiently handling all tasks related to marina operations. Support and contribute to the mission, vision and values of the company:

**Mission:** To provide an enjoyable experience for marina customers

**Vision:** To deliver the highest quality service, maintain a professional demeanor and create a lasting impression with each and every marina 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 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 company with a focus on customer service to invest in our future.

### REQUIRED QUALIFICATIONS

<b>Education</b>	High school diploma or equivalent
<b>Experience</b>	One to two years of customer service experience.
<b>Licensure</b>	N/A
<b>Skills</b>	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.)
<b>Environment</b>	Outdoor environment onsite at the Harbor Club Marina. Due to the location and time of year, will be exposed to high temperatures and humidity.
<b>Hours of Work</b>	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.
<b>Travel</b>	Requires minimal travel.
<b>Physical Requirements</b>	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

<b>Certification</b>	CPR and Boater Education
<b>Experience</b>	Working knowledge of boats, jet skis and general marina operations.

## JOB FUNCTIONS

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

## 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