

# Seasonal Marina Dock Crew



## Purpose of Position

To execute daily operational responsibilities of GVHA's marina facilities, and to help provide a safe and friendly, customer-oriented environment for all visitors to GVHA's marinas. Works with other marina staff, customers and members of the public.

## Position Links

- Works independently or in a team environment
- Reports to Marina Operations Coordinator
- Receives direction from Marina Operations Coordinator and/or Marinas Manager.

## Specific Accountabilities

- Performs daily inspections of all marina facilities (in particular, docks and piers) on an ongoing basis, for an accurate and timely record of the vessels using them
- Collects moorage and other related fees from marina transient users at Causeway, Ship Point, and Wharf Street
- Assigns dock space and takes lines helping vessels dock and tie up
- Provides a high level of customer service
- Answers VHF radio calls and customer questions
- Observes conditions of docks at various marinas and reports any major maintenance or clean up required to appropriate GVHA staff
- Performs light maintenance and garbage clean-up duties as they arise at specific marinas while on shift
- Covers office reception and assists with reservations and other administrative duties when required, typically 1 or 2 shifts per week
- Maintains confidentiality and integrity of all GVHA documents and information
- Represents GVHA in a professional and courteous manner

## Tools/Equipment

- Operates computer, tablet, and standard office equipment
- Operates VHF radio
- Uses Marina Management software
- Operates work vessel and/or work vehicle

## Working Conditions

- Typical shifts will be 4 days on and 4 days off including weekends and statutory holidays
- Length of shifts will be 10 hours and vary between 7:00 a.m. and 9:00 p.m.
- Season starts May 1<sup>st</sup> (for training shifts) and ends on Labour Day, with possible part-time weekend/holiday work available throughout the Fall and Winter
- Occasional office environment
- Working primarily outdoors in all types of weather conditions
- Public/customer relations
- Diverse and busy environment

## Experience and Education

- Grade 12 diploma or equivalent, or College/University student
- Related work experience in a marina environment preferred
- Customer service experience
- Cash handling experience
- Knowledge of boats and boating preferred
- Knowledge of Microsoft Word and Excel and basic computer skills

- Knowledge about Victoria and surroundings preferred
- Pleasure Craft Operator Certificate (PCOC) preferred
- Restricted Operator's Certificate (maritime) preferred
- Valid Class 5 Driver's Licence preferred
- Basic First Aid Certificate preferred

**Personal Attributes**

- Punctual and reliable
- Outgoing & friendly
- Can provide clear and concise information
- Can work independently or as part of a team
- Ability to resolve customer complaints
- Ability to resolve problems in a timely manner
- Ability to focus/concentrate in a busy environment
- Ability to learn new software program