

Job Description

Marina Lead Dock Attendant- Seasonal

Title of Primary Supervisor: Harbormaster

Title of Immediate Supervisor: Harbormaster/Assistant Harbormaster

Title of Positions Directly Supervised: Dock Attendants

POSITION SUMMARY: Provide exceptional customer service and leadership to Marina operations. Boating experience required. Work week to be determined. Shifts are up to 40 hours per week. Promote friendly, open customer service atmosphere in an often fast-paced environment. Promote the Port's Promise, Mission, Vision and Values. This job requires working weekends, holidays and operating Port vehicles/vessels.

PRINCIPAL DUTIES AND RESPONSIBILITIES*

- Safety is primary, and all safety practices must be strictly adhered to.
- Implement the Port's Promise, Mission and Vision and exhibit the Port's Values including truthfulness, integrity and team work.
- Maintain exceptional customer service. Show courtesy, diplomacy and assertiveness to everyone coming in and out of the marina facility. Personal appearance must be clean and well-groomed. Port uniform must be worn during work hours.
- Supervise dock attendants and run daily guest dock operations for two 500' linear docks, including, but not limited to, cleanliness of docks, reservation signage, dock attendant activity, guest boater dock logistics, guest services.
- Monitor and assist with guest moorage, reservations, tying vessels, and vessel placement on the docks. Assist vessels in getting underway from docks.
- Maintain effective communications with marina dock attendants and office staff to ensure coordinated assignment of guest moorage. Will be required to always carry a radio during work hours.
- May provide backup assistance to office staff with phones or other customer service needs.
- Assist guests as needed with the operation of pump out system and propane services (training provided).
- May include providing concierge service to guests to include transporting supplies and equipment to and from customer boats and transporting customers from docks to town of La Conner, when needed via golf cart.
- Ability to read, write, understand, and verbally communicate English.
- Perform other duties, responsibilities and special projects as assigned. May assist in marina office with customer service and answering phones, if needed.

*Listed in order of most time-consuming to least time-consuming.

OTHER JOB DUTIES

This job description reflects general details necessary to describe the job's essential functions and the job's level of knowledge and skill typically required. The job description should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, such as working in other areas to cover absences or relief, or to otherwise balance the workload.

WORKING CONDITIONS

Work is performed indoors and outdoors, primarily outdoors. The Dock Attendant employee can be required to work in inclement weather, frequently working on wet and slippery surfaces. The work environment could include the use and handling of chemical substances and solutions which could be potentially hazardous if label instructions are not adhered to, mixed, or combined improperly. Typically, the noise level in the work environment is moderate, however, there may be exposure to loud noises daily due to marina activity and maintenance and repair. Employee must wear Personal Floatation Device (PFD) when working on or near the water (provided).

PHYSICAL REQUIREMENTS

The Dock Attendant seasonal employee must have overall stamina, skills, and abilities to perform required physical activity. Job requirements may include the ability to climb, bend, and work in tight or confined areas. The employee must be able to stand and walk for long periods of time, traverse rough terrain and work on or over water. Must be able to lift or carry up to 50 pounds. Must be able to hear alarms and audibly identify dangers or hazards. In addition, close vision, color vision, depth perception, and far vision is essential, corrective lenses may be utilized.

WORK PERFORMED

Customer service and front desk functions, supervisor to dock attendants, boater and RV guest assistance, custodial activities, sewage pump-out operations, propane refill services, securing vessels, vessel towing and vessel assistance, pick-up/delivery, light grounds maintenance, as needed.

Type of Equipment: computer, calculator, VHF radio, golf cart operation, propane tank vessel sewage pump-out, and possibly operation of Port skiff.

TRAINING, EDUCATION & EXPERIENCE REQUIREMENTS

Formal Education: High school diploma or currently enrolled with good school record required, 18 years of age or older.

Work Experience: Experience in a customer service related position and supervisory skills desirable. Knowledge of boating/maritime industry and familiarity with vessel types and marine terminology highly desirable. Boating experience mandatory.

Training/Certification: Current Washington State valid driver's license, active WA state Boaters Education Card, must be insurable. First aid/CPR training may be provided, as possible.

The Port of Skagit offers a Drug Free Workplace and is an Equal Opportunity Employer focused on environmentally sound and safe work practices.

AUTHORITY DELEGATED TO THE POSITION

Authority	To Decide & Act	To Recommend	N/A
Establish own work plans and schedules			XX
Make method improvements to increase efficiency			XX
Establish and/or revise policies and procedures			XX
Hire staff			XX
Promote staff			XX
Terminate or demote an employee			XX
Make substantial financial/contractual commitment			XX
Redirect the use of funds within approved budget			XX
Revise operating policies			XX
Change the organization structure			XX

This job description does not constitute an employment agreement between the Port and Applicant or Employee and is subject to change as the needs of the Port and requirements of the job change.

I certify that I have read and understand the job description and requirements of the Seasonal Dock Attendant position.

Print Name _____

Date _____

Signature _____