

Marina – Dock Hand

Position Summary: The Dock Hand is essentially the ambassador of McGregor Marina Inc., and is often the first person with whom a customer will interact. He or she is responsible for assisting with all marina services offered, maintaining a clean and safe dock area, and assisting boaters in a courteous and professional manner.

Essential Duties and Responsibilities include the following (other duties may be assigned):

- Provide excellent customer service to both guests and fellow employees at all times
- Ensure docks, equipment and facilities are operational at all times by performing inspections, maintenance and repairs
- Oversee all activities related to assisting guests with securing their vessels to assigned docks; ensures utility lines (power and water) are properly connected to guest vessels
- Assist/Perform all maintenance and cleaning duties such as mowing, weeding, removing trash, organizing, and ordering supplies
- Fuel and pump out boats while maintaining a safe environment, following appropriate procedures and guidelines
- Bill and/or receive payments from guests using computer based POS system
- Inspect dock lines and utility connections on a daily basis
- Ensure all vessels/captains/crew adhere to the rules and regulations of the marina
- Comply with management requirements to participate in various requests and duties that might pertain to other departments at McGregor Marina Inc.

Success Factors/Job Competencies:

- **Professional:** Report to work when scheduled and with a professional and well-groomed appearance
- **Planning:** Ability to prioritize tasks and duties
- **Personal:** Self-reliance, sensitivity, stress tolerance, initiative, dependability, analysis/judgement, creativity
- **Interpersonal:** Ability to work/communicate effectively with multiple departments
- **Work Habits:** Ability to work independently, autonomously and without supervision, while also able to follow written and verbal instructions when necessary. Team oriented

Skill and Knowledge Requirements Include:

- Ability to swim; comfortable around water
- Strong customer service abilities; actively looks for ways to assist customers and coworkers
- Comfortable working with a computer
- Ability to recognize when a problem has occurred and communicate it to management
- Experience with hand/power tools preferred
- Experience with carpentry, plumbing and electrical a plus
- Prospective employees should be responsible self-starters with attention to detail and safety in mind

Physical and Mental Requirements Include:

- Standing and/or walking for the entire work day
- Use hands to finger, handle or feel; reach with hands and arms; climb or balance; stoop, kneel crouch or crawl; talk, hear and smell
- Lift, carry and push up to 35 lbs. regularly, 50 lbs. frequently and up to 100 lbs. occasionally
- Work in wet and slippery conditions
- Withstanding temperature extremes in outdoor environments and inclement weather
- Reading and writing work-related documents
- Speech recognition and clarity, including the ability to understand the speech of customers and co-workers and the ability to speak clearly so that you can be understood
- Physical presence at the job site is essential to perform job duties

Age Requirements:

Must be 18