

Boat Dock Attendant Job Description

Job Description:

The boat dock attendant is responsible for carrying out the daily operational duties of the marina, boat house, and beach area. This position is an outdoor position located at Bear Lake Reserve's Private Marina. Duties include but are not limited to; cleaning of the boats, beach and boat house; ensuring that safety instructions have been clearly presented to customers and that customers are capable and comfortable operating boats; as well as having a high level of customer service and hospitality at all times.

Qualifications:

- Must have a high level of hospitality, customer service, problem solving skills, and clear communication skills
- Must have a valid boaters safety certification (Boating License) and be able to lift over 50 pounds
- Required to work weekends at times and each summer holiday (Memorial day weekend, 4th of July weekend, and Labor day weekend)

Job Duties:

- Must be able to handle high pressure situations with grace and an ability to deescalate conflict
- Must be able to swim and have first aid and CPR certifications

- Greet each member and guest in a timely and personable manner, standing up and walking up to greet each person that comes down to the marina
- Provide prompt and sincere attention to all members and guests
- Complete opening and closing procedures with acute attention to detail
- Fuel, clean, cover, uncover, prep and maintain all boats
- Inspect boats for proper safety equipment such as anchor, number of life vests, fire extinguisher, ladder, whistle, lights, horn, and all other proper safety equipment
- Instruct customers on how to properly and safely operate all marina equipment
- Ensure that the proper paperwork and waivers are signed before any operation of marina equipment
- Provide hands on instructions to customers on how to drive and operate motorized/non-motorized vessels
- Rake and manicure the beach and surrounding marina areas, ensuring that all lake-front areas look well-kept and kept to high standards expected of a resort experience
- Clean and upkeep the firepit and ensure wood is stocked at all times
- Assist in moving docks in and out with water level to ensure docks are not beached
- Provide driving services when necessary for tours or shuttles on boats
- Be knowledgeable on Bear Lake Reserve and surrounding areas to provide information
- Ability to count and handle money and handle cashdrops daily
- Report to Marina Supervisor and Director of Watersports

Boat Dock Attendant Core Tasks:

Daily

- See above

Weekly

- Pressure wash boats and check for proper equipment
- Check oil level in all boats
- Inventory equipment at marina
- Drain kayaks
- Check gas levels in storage tanks, report to supervisor
- Tours of the lake on sunset cruises and kayak excursion
- Fire building on the beach for smores

Marina Supervisor Job Description

Job Description:

The Marina Supervisor is responsible for the daily operations of the marina. Duties include but are not limited to: ensuring all docks and boats are safe and well maintained; oversee renting dock spaces; supervise boat dock attendants; scheduling staff; scheduling and overseeing routine maintenance; checking for safety and cleanliness of boats; ensuring boats are compliant with United States Coast Guard (USCG) guidelines. The Marina Supervisor is the first line of customer service for members and guests as they board a vessel and is often the staff member that customers will interact the most with over a season.

Qualifications:

- Must have a high level of hospitality, customer service, problem solving skills, and clear communications skills
- Must have a valid Boaters Safety certification (Boaters License) and know how to operate watercrafts
- Must be able to back and pull a boat trailer
- Must be able to check oil and perform regular routine maintenance on the boats
- Must be able to perform regular routine maintenance on the dock and marina facilities
- Must have experience with both motorized and non-motorized boats

Job Duties

- Inspect boats for proper safety equipment such as anchor, number of life vests, fire extinguisher, ladder, whistle, lights, horn, and all other proper functions of the boat
- Keep Marina Attendants on task with duties to fulfill
- Inspect docks for water levels to ensure no damage will occur to vessels or docks

- Facilitate daily/weekly boat maintenance on boats and docks
- Ensure gas tanks have enough gas to maintain marina operations
- Check gauges on boats
- Assist in scheduling winterizations, spring tune ups, and mid-summer tune ups for boats
- Look for bids on replacing parts and performing labor on boats and marina facilities
- Ensure trailers are properly maintained
- Train new staff
- Report to Director of Watersports

Marina Supervisor Core Tasks:

Daily:

- Check to ensure Marina Attendants have performed daily duties
- Ensure boats are in working order
- Handle high-pressure situations with guests and members
- Brainstorm methods for reducing negative interactions that occur
- Socialize with homeowners and guests while Marina Attendants are checking them out to ensure their needs are being met and they are well taken care of
- Assist where needed in daily operations to ensure guests/owners are not left waiting in line when busy
- Check for damages on boats

Weekly:

- Ensure boats are washed and cleaned each week
- Create schedule for staff, ensuring all shifts and activities are covered
- Expected to complete 40 hrs each week
- Cover for staff when staff are unavailable
- Attend weekly managers meeting and facilitate weekly marina meetings to go over marina concerns and issues
- Ensure staff are well taken care of and their needs are being met
- Tally and attribute tips to staff and coordinate with accounting
- Meet with Director of Watersports to provide insight on daily operations and finances

Monthly:

- Order gas when necessary
- Coordinate with vendors for scheduling maintenance and repairs
- Send monthly accounting report to Director of Watersports

Director of Watersports Job Description

Job Description:

The Director of Watersports is responsible for the overall function and operation of the watersports department, including but not limited to the Marina, Lakefront activities, and fishing amenities on the lake. This department does not include jurisdiction over Sporting Club. Duties include but are not limited to: ensuring smooth operation of marina; developing new and exciting programs to increase revenue in the watersports department; analyzing current patterns of revenue and optimizing operations; communicating with vendors to ensure swift and quality service; integrating the watersports department as a holistic, integral piece of the BLR experience; coordinating with other departments for interdepartmental events and activities; oversee Marina Supervisor in ensuring operational excellence.

Qualifications:

- Must have experience working with boats and understanding of marina operations
- Must be able to think critically and analyze problems to improve operations
- Must have clear written and verbal communication skills
- Must be able to lead a team and organize a team around problems and goals
- Must be able to handle and diffuse high pressure situations
- Must have a valid Boaters Safety Certification
- Preferred to have a higher level first aid course such as Wilderness First Aid (WFA) or Wilderness First Responder (WFR)
- Required to be first aid and CPR certified
- Must have a working knowledge of Microsoft Office and comfortable working in Excel

Job Duties:

- Supervising, mentoring, and managing the Watersports staff and Marina Supervisor
- Maintaining relationships with clients, partners, vendors, and stakeholders
- Managing the profits and losses of the department
- Developing goals and initiatives to direct the department's future
- Guiding the Marina Supervisor in implementing new initiative and policies
- Evaluating the departments policies and procedures to problem solve within them
- Ensuring Watersports operations are implemented properly and within BLR standards
- Maintaining important records and paperwork within the department

Director of Watersports Core Tasks:

- Develop and implement new initiatives
- Analyze property wide trends to determine how it impacts the department
- Ensure staff are performing well and up to standard

- Maintain department records
- Coordinate with vendors for servicing and partnerships
- Develop relationships with clients and vendors
- Work closely with supervisors to mentor them and lead them in learning to problem solve
- Attend weekly meetings with other managers to stay up to date on property activities and keep staff up to date
- Report to VP of Operations / President updates on new initiatives and KPI progress
- Analyze monthly/quarterly profit and loss and strategically modify operations to increase profit and decrease loss next month/quarter
- Analyze year to year trends of finances, booking rates, and homeowner feedback