

The Corporation of The Township of St. Joseph
MARINA MANAGER JOB DESCRIPTION

Job Title: Marina Manager (Seasonal)
Department: Marina

Date: March 2021 **Job**
Classification: 17

PRIMARY FUNCTION

The Marina Manager is responsible and accountable for the daily management and operation of the Richards Landing Municipal Marina, including but not limited to hands on service duties, cash management, indoor and outdoor maintenance, general administrative oversight and adherence to TSSA guidelines. The Marina Manager works weekends, mornings and evenings throughout spring, summer and early fall season.

REPORTS TO

- Clerk Administrator / Treasurer

DIRECTION EXERCISED

- Two student marina attendants

MAJOR EQUIPMENT

- Gas pumps, pump-out, point of sale machine, cash register and debit machine
- VHF Radio
- MS Excel, Outlook, various computer programs and internet.
- Good working knowledge of plumbing and mechanical systems.

RESPONSIBILITIES

- Manages the day to day operations of the municipal marina property in a safe, efficient, and customer focused manner.
- Oversee daily opening and closing procedures covering the marina office, laundry, public restrooms, Township facilities, along with inventory and cleaning.
- Collect, balance and record cash summaries and bank deposits for slip rentals, gas sales, dockage, launch fees and other sales and rentals.
- Conduct daily inspection of docks, facilities and equipment, reporting deficiencies or taking corrective action.
- Maintain the security of all property, records, cash, keys, equipment and structures.
- Inspect, record and maintain daily fuel levels based on physical inspection of same.
- Ensure that fuel tanks are serviced as needed, and coordinate beginning and end of season maintenance in accordance with TSSA licensing standards for fuel operators.

The Corporation of The Township of St. Joseph
MARINA MANAGER JOB DESCRIPTION

- Schedule, train and provide guidance to summer staff in proper docking and fueling practices, PPE, Health and Safety standards, grounds keeping and general maintenance and upkeep of the property.
- Conduct VHF radio communication with boaters and provide slip management which includes taking bookings and scheduling seasonal and transient slips and boats.
- Assist boaters with launching, docking, securing and fueling of vessels in a safe, efficient and friendly manner.
- Participate in planning and managing special events held at the Marina.
- Uphold Marine Clean priorities regarding spill response procedures.
- Coordinate the timely delivery of supplies to meet fuel, marina and cleaning supplies.
- Regulate vehicle, ramp and boat traffic to ensure adequate parking lot access.
- Collect, maintain and track boater statistics, usage data, mooring agreements and activity logs including NCMTC Pump Out cards.
- Responsible to ensure marina equipment and fixtures are in good working condition
- Ensure Health and Safety and WHMIS compliance by monitoring the storage and use of all chemicals, cleaning supplies and equipment.
- Ensure that policies, practices, procedures, guidelines and Occupational Health and Safety regulations are consistently followed.
- Provide exceptional customer service to promote the marina and the community, local products and services, and local business.
- Receive and act upon initiatives of Council and the Marina Committee
- In the event of an emergency situation, must be capable of carrying out a leading role to ensure the safety of staff, customers and the general public.
- Performs other duties as may be assigned by the Marina Committee or Council.

QUALIFICATIONS

- A minimum of five years' building and facility maintenance experience, with an emphasis on plumbing and mechanical systems.
- A minimum of three years leadership and supervisory experience
- Previous experience as a marina manager or attendant is preferable.
- Extensive knowledge of safe boat handling, docking, and fueling procedures
- Experience with TSSA regulations regarding Fuel Handling/Fuel Operators
- Excellent interpersonal skills to deal with the public in a variety of circumstances, including conflict resolution
- Thorough understanding of marina operations and related equipment including docking, fuel system, pump-out, marine radio and point of sale equipment.
- Cash management experience required. Must be bondable.
- Computer literacy and good working knowledge of the internet and Outlook.
- Familiarity with Richards Landing, St. Joseph Island, and the North Channel.
- A background in hospitality management, business, tourism, or a combination of these would be a definite asset.
- Self direction and the ability to take initiative and work independently

The Corporation of The Township of St. Joseph
MARINA MANAGER JOB DESCRIPTION

- Good working knowledge of the *Occupational Health and Safety Act*
- Current valid driver's license
- WHMIS Certification, Valid First Aid and CPR
- Must have or be willing to obtain Pleasure Craft Operators Certificate and VHF/ Marine Radio Operator Certificate prior to beginning work.
- Power Squadron certification would be considered an asset
- Job requires high level of physical stamina and the ability to regularly lift and carry over 10 kg. This position requires outside work during some adverse weather.

Employment is subject to a criminal background check and clean drivers abstract.

Hours of Work

The Marina Manager will be required to work 40 hours per week with an option for payment of overtime or accumulation of time off in lieu of overtime pay. Weekend and evening shifts are required.

A valid driver's licence and your own vehicle will be required for occasional errands.

Additional Qualifications

Leadership: Demonstrated leadership and supervisory skills are required. Ability to work cooperatively with the public to provide exceptional customer service, to work with municipal staff and representatives of other organizations, and to guide and direct students.

Technical: Good working knowledge of plumbing, mechanical, and technical standards and principles for daily operations and opening and closing of the facility each season. Knowledge and understanding of TSSA regulations and requirements for fuel operators.

Administrative: Good organizational skills to track boater stats, accommodate bookings, organize students, pump out cards, and ensuring confidentiality of personal information about customers, employees and other individuals.

Financial: Basic cash handling, reconciliation and the ability to track all sales and collection of revenues to ensure accurate and complete recording of financial information. Expenditures will be approved in advance and kept within budget.

Physical: This is a very physical position requiring the incumbent to be on their feet and mobile for up to 8 hours at a time. Reasonable physical condition to be able to lift, pull, carry and climb is a requirement.

The incumbent must demonstrate pride in one's community, a genuine interest in the promotion of the marina and Richards Landing, and a positive outlook.