

JOB DESCRIPTION

Job Title: Dockmaster
Reports To: Senior Dockmaster

Summary

The Dockmaster is responsible to serve marina customers and guests and maintain the cleanliness of the marina by performing the following duties.

Primary Duties and Responsibilities (other duties may be assigned)

- Provides the highest level of customer and guest services, expedites any and all requests from vessels including transport of patrons and baggage to and from dockside, delivery of provisions and packages
- Carries out routine cleaning duties that meet established quality standards for all marina related operations; insures the recognized standards are maintained and that quality, and delivery commitments are met
- Assists other Dockmasters and Dockhands in marina related duties such as securing boats to docks, connecting and monitoring utility services (power, water and telephone), black water pump out, waste disposal and facility sanitation
- Routinely operates, motor and water vehicles and other various mechanized equipment
- Provides general security and supports marina and facility security teams in their security related efforts; reports disturbances in dock area to superiors and maintains general vigilance
- Assists refuelling operations when required at the marina refuelling facility, ensures safe refuelling procedures
- Provides service to marina and facility guests and carries out routine marina maintenance
- Complying with instructions or duties as may be reasonably assigned

Supervisory Responsibilities

- Is a leader through example for Dockhands

Required Qualifications and Qualities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Such qualities qualifications include:

- A broad knowledge of marina operations, boat lifting, boat handling and towing, plant and equipment maintenance
- Proven skills or the willingness to be trained in administration, seamanship, communication, health and safety, plant and equipment maintenance and marina operations
- Familiarity with common marina operational documentation (e.g. agreements, contracts, terms and conditions, marina rules and regulations etc.) and the ability to analyse them
- A positive attitude combined with the ability to communicate fluently and relate well to customers in the leisure environment and the ability to manage and motivate staff
- Commercial awareness and an eye for detail in all aspects of work
- High standards of presentation and accuracy in written work
- Proficient swimmer
- Full driving licence

Education/Experience

- High school diploma or general education degree (GED); or
- one to two years related experience and/or training; or
- equivalent combination of education and experience

Language Ability

- Level of English that allows reasonable communication with customers, guests and employees

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this role, the employee:

- Is regularly exposed to outdoor weather conditions
- Is frequently exposed to work near moving mechanical parts
- May work near or around toxic or caustic chemicals while wearing proper personal protection equipment and following strict company safety standards
- Is occasionally exposed to risk of electrical shock

The noise level in the work environment is usually moderate.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this role, the employee:

- Is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and smell
- Will regularly lift and /or move up to 45kgs
- Will require specific vision abilities required by this job include ability to adjust focus

Competency

- **Problem Solving** – Identifies problems and reports them to immediate supervisor in a timely manner; Gathers information and passes through to immediate supervisor; Put forward alternative solutions; Works well in a group problem solving situations; Uses reason even when dealing with emotional topics
- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrate group presentation skills; Participate in meetings
- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments
- **Safety and Security** – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potential unsafe conditions; Uses equipment and materials properly

General Working Practices

The Dockmaster is expected to undertake such other duties as may be reasonably required for the smooth running of the marina and when necessary to stand-in for other members of staff to the best of his/her ability.

A flexible approach towards working times is required. The Senior Dockmaster position requires shift working across a 7-day a week rotating roster, including public holidays and night working. The Dockmaster shall take into account operational requirements (e.g. site works, peak season demands, boat shows) when planning his/her leave. The Dockmaster should expect to work at weekends, during peak times and special events, and is always on call in times of emergency or bad weather.

Nothing in this Job Description or elsewhere shall limit the Dockmaster from taking such action as he/she deems appropriate in order to save life or property in the event of an emergency.

Terms of Employment

This Job Description should be read in conjunction with the terms and conditions of employment and job offer letter.

This Job Description is a general description and does not necessarily include or define all the tasks that may need to be undertaken. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed, and the Dockmaster will be expected to undertake such other tasks as may be reasonably required and within his/her capabilities. This fact is reflected in the salary.