

## Seasonal Marina Dock Crew

### Purpose of Position:

To execute daily operational responsibilities of GVHA's marina facilities, and to help provide a safe and friendly, customer-oriented environment for all visitors to GVHA's marinas. Works with other marina staff, customers and members of the public and reports to the Dock Operations Coordinator. May also receive direction from the Inner Harbour Operations Manager.

### Specific Accountabilities

- Performs daily inspections of all marina facilities (in particular docks and piers) on an ongoing basis, for an accurate and timely record of the vessels using them
- Collects moorage and other related fees from marina transient users at Causeway, Ship Point, and Wharf Street
- Assigns dock space and takes lines helping vessels dock and tie up
- Provides a high level of customer service by acting as an "ambassador" to the City of Victoria
- Answers VHF radio calls and customer questions
- Observes conditions of docks at various marinas and reports any major maintenance or clean up required to appropriate GVHA staff
- Performs light maintenance and garbage clean-up duties as they arise at specific marinas while on shift
- Covers office reception and assists with reservations and other administrative duties when required (typically 1 or 2 shifts per week)
- Maintains confidentiality and integrity of all GVHA documents and information
- Represents GVHA in a professional and courteous manner

### Tools/Equipment

- Operates computer, tablet, and standard office equipment
- Operates VHF radio
- Uses Marina Management software
- Operates work vessel and/or work vehicle

### Working Conditions

- Typical shifts will be 4 days on and 4 days off including weekends and statutory holidays
- Length of shifts will be 10 hours and vary between 7:00 a.m. and 9:00 p.m.
- Season starts May 1<sup>st</sup> (for training shifts) and ends on Labour Day, with possible part-time weekend/holiday work available throughout the Fall and Winter
- Occasional office environment
- Working primarily outdoors in all types of weather conditions
- Public/customer relations
- Diverse and busy environment

### Experience and Education

- Grade 12 diploma or equivalent, or College/University student
- Related work experience in a marina environment preferred
- Customer service experience
- Cash handling experience
- Knowledge of boats and boating preferred
- Knowledge of Microsoft Word and Excel and basic computer skills
- Knowledge about Victoria and surroundings preferred
- Pleasure Craft Operator Certificate (PCOC) preferred
- Restricted Operator's Certificate (maritime) preferred
- Valid Class 5 Driver's Licence preferred
- Basic First Aid Certificate preferred

### Personal Attributes

- Punctual and reliable
- Outgoing & friendly
- Can provide clear and concise information

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- Can work independently or as part of a team
- Ability to resolve customer complaints
- Ability to focus/concentrate in a busy environment
- Ability to learn new software program