



FRIDAY HARBOUR™
All Seasons Resort

Job Title: Marina Attendant
Division: Property
Department: Marina
Responsible To: Marina Manager

Role Summary

The Marina Attendant's primary responsibility is to maintain superior customer relations by acting as a liaison between Friday Harbour Marina, its customers and the public. The Marina Attendant's main job duties include operating all functions of a marina fuel dock, greeting all boaters, attending to customer concerns and maintaining marina facilities.

Responsibilities

- Greet visitors, ascertain nature of business and provide direction to visitors
- Accurate opening and closing of cash, fuel dispensers and fuel dock operations
- Assist with retail sales including marine products
- Perform multiple daily dock walks to check on vessels, vacancies, customers and dock conditions and safety
- Monitor docks and vessels during inclement weather
- Assist guests with docking and departures
- Ensure area is clean; empty garbage receptacles and pick up litter
- Ensure any work area is kept clean and clear of any potential hazards such as slippery objects or tripping hazards such as ropes or debris
- Respond to customer requests for fuel, including fuel and waste water service
- Attend to and clean up small oil spills
- Ensure sensitive material is kept secure and handled in an appropriate manner
- Consult and collaborate with others as needed to ensure thorough and effective work productivity and to promote teamwork
- Use appropriate communication, methods and actions to establish a courteous and professional working relationship
- Attend all health and safety training and follow all guidelines for employees as outlined in the Occupational Health and Safety Act
- Monitor and respond to marine radio calls
- Provide a high level of customer service to all guests and slip-holders
- Compliance with all safety regulations of assigned tasks, and ensure a clean and safe working environment with active participation in the health and safety program
- Adhere to all environmental policies and programs as required
- Other duties as assigned

Competencies

- Business acumen and positive mindset



FRIDAY HARBOUR™
All Seasons Resort

- Communication/logistics management
- Organizational effectiveness
- Results oriented relationship builder
- Independent but collaborative when necessary

Characteristics

- High energy, passionate and resilient
- Game changer/high impact team player/unfazed by change or adversity
- Humble and good sense of humour
- Executive maturity, professionalism and presence
- Smart, courageous, leader

Requirements

- High School diploma
- Enrolled in post-secondary education focused on hospitality and tourism or similar an asset
- Minimum two (2) years' experience in a customer service or marina
- Possession of a Valid First Aid Certificate and CPR Certification an asset
- Must be able to swim and tread water for two minutes
- Must possess excellent customer service skills
- Must be computer literate.
- Strong verbal and written communication skills
- Detail-oriented and works with a high degree of accuracy
- Ability to multi-task in a fast-paced environment
- Must be extremely responsible with integrity and ability to maintain confidentiality and discretion

Working Conditions

- Must be able to work flexible hours including evenings, weekends and holidays
- Required to move, lift, carry, pull and place objects weighing less than or equal to 30 pounds without assistance
- Stand, sit or walk for an extended period or for an entire shift
- Reach overhead and below the knees, including bending, twisting and pulling
- Move over sloping, uneven or slippery surfaces
- Significant exposure to varying weather conditions
- Will encounter obnoxious smell from waste water, gasoline and diesel fuels
- Will encounter hazardous materials, dangerous or toxic substances and chemicals
- May encounter excessive noise from boat engines and equipment
- Work area is located alongside deep water



FRIDAY HARBOUR™

All Seasons Resort

Friday Harbour is an equal opportunity employer committed to hiring a diverse workforce. Friday Harbour is also committed to providing accommodations for people with disabilities. Upon request by the applicant, accommodation will be provided in all parts of the hiring process. Please contact the Human Resources department with any accommodation requests.