



**Job Title:** Marina Coordinator  
**Division:** Property  
**Department:** Marina  
**Responsible To:** Marina Manager

### **Role Summary**

The Marina Coordinator is the key support person in the Marina department. The primary responsibility is to provide logistical support and office coordination ensuring the installation and execution of appropriate systems and tools for success. Specifically, the position is responsible for providing administrative assistance and general office organization to the Marina department.

### **Responsibilities**

- Maintain superior customer relations by acting as a liaison between Friday Harbour Marina, its customers, and the public both in person, by phone and email
- Greet visitors, ascertain nature of business and direct visitors to employer or appropriate person
- Process annual, seasonal and transient docking slip contracts
- Renew annual and seasonal slip contracts
- Complete point of sale transactions for dockage
- Schedule seasonal haul out, launch and servicing activities
- Control the issuing and deactivation of marina access cards
- Assist in allocating boat slips to customers on seasonal and transient basis
- Responsible for maintaining records and storage of relevant administrative documents in a secure and professional manner
- Set up and maintain manual and computerized information filing systems
- Design, develop and implement administrative policies and practices, as well as present any proposals for changes and coordinate implementation
- Ensure the office has the necessary resources to meet all business needs and goals
- Review opportunities for improved productivity and enhancing the work environment with greater efficiencies
- Organize and administer tasks in the marina office, including word processing, data entry bookkeeping, filing and monthly reports
- Reconcile cash and credit card payments daily
- Handle and collect accounts receivable and reconcile boater accounts
- Follow up on late accounts in accordance with established procedures
- Generate correspondence and other materials of general or technical nature, compose routine correspondence for signature
- Assist marina leadership in the production of financial statements, budgets and other financial reports by performing such duties as providing related documentation, preparing various summaries and reports
- Open and distribute incoming regular and electronic mail and other material and co-ordinate the flow of information internally and with other departments and organizations
- Outside of the peak season, additional duties as assigned in alternate divisions and departments



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- 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
- 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**

- Diploma or degree in business management or hospitality and tourism an asset
- 2-5 years' experience in a similar role within the marina industry
- Previous experience in office procedures and administration
- Must possess a VHF Radio Operators License or ability to obtain within 3 months
- Must possess Standard First Aid and CPR certificates or obtain within 3 months
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with marina management software, Microsoft Word and Excel
- 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 25 pounds without assistance
- Stand, sit or walk for an extended period of time 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



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- 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 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.