



**Job Title:** Marina Manager

**Division:** Property

**Department:** Marina

**Responsible To:** Chief Property Officer

### **Role Summary**

The Marina Manager is primarily responsible for the successful operation of the Friday Harbour Resort Marina. This position provides leadership and direction to the Marina offices, outside operations, and associates. This position ensures implementation and compliance with marine policies, procedures, established rules and regulations, protocol and practices. The Marina Manager interacts with a diverse group of external and internal contacts, requiring strong leadership and excellent customer service skills. This position maintains a schedule which incorporates weekends and holidays to ensure the best possible leadership and customer service is provided.

### **Responsibilities**

- Plan, direct, coordinate, and execute safe and efficient, day to day Marina operations including the Marina office, slips, fuel dock and security
- Ensure Marina rules and regulations, policies and procedures are current, posted, and comply with all laws and industry regulations
- In coordination with the Chief Property Officer, develop short and long-term goals consistent with the policies and procedures adopted by the resort to guide the Marina
- Collect, analyze, and report performance indicator data to regularly recommend competitive pricing structures, services and rates
- Take appropriate corrective and timely action, in coordination with Chief Property Officer, when indicators specify downward trends or fall below acceptable limits
- Develop and implement the annual Marina operations and capital budgets, in coordination with the Chief Property Officer
- Develop, implement, maintain and audit standard operating procedures for every facet of Marina operations to ensure proper controls are in place and all Marina revenue is captured
- Oversee operations of the Marina, fuel dock, boat activity, mechanical equipment including any hoists or lifts and other ancillary Marina operations
- Coordinate repairs, alterations and improvements with the Chief Property Officer to ensure ongoing facility operations
- Responsible for all slip assignments and classifications, ensuring accurate and current information regarding the status of each slip and vessel to follow Marina rules and regulations, policies and procedures, protocols and practices
- Operate equipment, tools, vehicles and boats required for Marina operations
- Recruit, hire, develop and motivate the Marina operations team to high levels of productivity and morale through guidance, mentoring, and leadership while adhering to and administering Marina policies and procedures



- Establish and communicate clearly defined goals and objectives for the Marina team
- Direct and supervise the Marina associates, ensuring the successful internal operations of the Marina including; professional and courteous customer service, complete utilization and accuracy of the Marina's management software system, proper training and supervision of all associates and timely and accurate billing and collection of all Marina revenues
- Responsible for managing and maintaining industry recognized safety programs and best practices and procedures documentation
- Responsible for the implementation and administration of a Marina emergency response program
- 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**

- Ten years' leadership experience in Marina related management/operations required
- Previous experience managing a 500 plus slip marina preferred
- Applicants with a combination of education and experience that provides the required knowledge, skills and abilities will be considered
- High school diploma required. University/college degree in business management, economics, hospitality, asset management or equivalent
- CMM certification through the Association of Marina Industries preferred
- Must have thorough knowledge of business and economics principles and practices, recreational boating, maritime (specifically local waterways and lock system) and water sports industry. A basic knowledge of facilities management principles and practices
- Familiar with applicable laws, codes and permit requirements that govern the Marina industry



- Must have a valid Ontario driver's license and relevant permits to operate watercraft
- Must possess excellent customer service skills
- Must be computer literate. Preferred candidate will have previous experience with marina/property management software, Office 365, 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 up to 50 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
- Ability to see and adjust focus at close distances, far distances, and in varying light conditions, as well as perceive depth and colour
- 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
- Ability to hear alarms and audibly identify dangers or hazards

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.