

## Seasonal Marina Dock Crew



### Purpose of Position

To execute daily operational responsibilities of Greater Victoria Harbour Authority's (GVHA) marina facilities. 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.

### Position Links

- Works independently or in a team environment
- Reports to Marina Operations Coordinator
- Receives direction from Marina Operations Coordinator and/or Marinas Manager

### Specific Accountabilities

- Performs daily inspections of all marina facilities, 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
- 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 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

### Working Conditions

- Shifts will rotate on 4 days on and 4 days off schedule, including weekends and statutory holidays
- Length of shifts will be 10 hours with a 30-minute unpaid lunch, and vary between 7:00am and 9:00pm
- Season runs from beginning of May to Labour Day weekend, with possible part-time weekend/holiday work available through the Fall and Winter
- Occasional office environment
- Working primarily outdoors in all types of weather conditions
- Interacting with the public/customer relations
- Diverse and busy environment

### **Experience and Education**

- Customer service experience
- Point of sale and cash handling experience
- Related work experience in a marina environment is an asset
- Knowledge of boats and boating preferred
- Knowledge of Microsoft Word and Excel and basic computer skills
- Knowledge about Victoria and surrounding area preferred
- Pleasure Craft Operator Certificate (PCOC) preferred
- Restricted Operator's Certificate (Maritime) preferred
- Basic First Aid Certificate preferred

### **Personal Attributes**

- Punctual and reliable
- Outgoing and friendly
- Can provide clear and concise information
- Can work independently or as part of a team
- Ability to resolve customer complaints
- Ability to resolve problems in a timely manner
- Ability to focus/concentrate in a busy environment
- Ability to learn new software programs
- Effectively contributes and participates in safety culture of GVHA