

Seasonal Marina Dock Crew



Purpose of Position

To execute daily operational responsibilities for the marina facilities for the Greater Victoria Harbour Authority's (GVHA). To help provide a safe and friendly, customer-oriented environment for all visitors to GVHA's marinas. Reporting to the Marina Operations Coordinator, this position involves working both independently and at times in a team environment with other marina staff, customers, and members of the public.

Accountabilities

- Performs daily inspections of all marina facilities for an accurate and timely record of the moored vessels.
- Collects moorage and other related fees from transient marina users.
- 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 maintenance or clean up required to appropriate GVHA staff.
- Performs light maintenance and garbage clean-up duties at the marinas as needed.
- Assists with reception, 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.

Working Conditions

- Season runs from beginning of May to September.
- Schedule rotates on a 4-days-on-and-4-days-off schedule, including weekends and statutory holidays.
- Shifts are 10 hours with a 30-minute unpaid lunch and range between 7:00am and 9:00pm.
- Work primarily outdoors in all types of weather conditions. Appropriate outdoor and safety apparel is provided.
- Occasional office environment.
- Frequent interactions with the public and customers in a diverse and busy environment.

Experience and Personal Attributes

- Customer service experience preferred.
- Point of sale and cash handling experience preferred.
- Prior experience in a marina environment is an asset.
- Knowledge of boats and boating preferred.
- Basic computer skills with working knowledge of Microsoft Word and Excel.
- Knowledge about Victoria and surrounding area preferred.
- Pleasure Craft Operator Certificate (PCOC) to operate company vessel preferred. Training provided if necessary.
- Restricted Operator's Certificate (Maritime) to use VHF radio preferred. Training provided if necessary.
- Basic First Aid Certificate preferred.
- Punctual and reliable.
- Outgoing and friendly.
- Can provide clear and concise information.
- Can work independently or as part of a team.
- Ability to effectively resolve customer complaints and problems in a timely manner.
- Ability to focus/concentrate in a busy environment.
- Ability to learn new software programs.
- Effectively contributes and participates in the safety culture of GVHA.