

WASHBURN MARINA
Position Description
Harbor Master

Date: June 13, 2022

POSITION: Harbor Master

REPORTS TO: General Manager

STATUS: Hourly, full-time employee

SUPERVISION: Moderately supervised, low-moderate supervisory responsibilities

JOB DESCRIPTION ELEMENTS

Action: Execute, carry out, assist, do

Job Skills: Establish, assure and be accountable to General Manager for all decisions and actions made individually or on the part of those supervised in carrying out the responsibilities of the job skills.
(See reverse side for Job Skills Details)

Responsibility: Manage, establish, direct, control, assure and account for the efficient maintenance of the marina and buildings, operate ship store and fuel dock.

Basic Tasks:

Perform/execute all tasks as listed within responsible job skills details/requirement
Operate computer system and complete paperwork within established guidelines
Train and assist other staff members with facility maintenance needs
Execute required paperwork to carry out assigned duties
Provide customer service in store, fuel dock and at the marina
Proactively keep busy and on task during hours worked in Ship Store
Assign customers to guest dockage slips
Manage, assign and facilitate marina maintenance and cleaning
Assist in determining marina capital and repair needs, execute as directed
Answer phone calls & interface with customers
Execute other duties not specifically listed but as directed & within skill capacity

GENERAL ELEMENTS

Qualifications Required:

Knowledge of marine industry and its products
Pursuing continued education in marine industry and related fields
Effective written and verbal skills
Effective people and interpersonal skills
Computer skills - email, web search, data entry & retrieval, point of sale
Effective planning/organizational skills
Ability to operate mechanical equipment

Behavioral Traits Required:

Schedule, deadline and completion oriented
Organized, neat, keeping work space safe and clean
Accurate, result driven
Positive attitude
Professional in appearance and level of service provided
Team player, respectful, best interest of all staff and marina first
Customer service oriented

- * Must be available and willing to work weekends and periodic overtime as requested.
- * Must be able to communicate fluently in English
- * Will have access to information such as billing records, boat locks, etc and will be expected to keep this information private and confidential.

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Job Skills Details/Requirements

Customer service, promoting/selling product, answer questions
Take information for Management team to process special orders and requests
Invoice customer sales and collect money
Receive and unpack materials, price and stock
Operate marina's point of sale program
Operate fuel pumps and pumpout machine, assist in docking
Maintain accurate fuel records
Open and close store and ancillary departments
Solicit and encourage special orders for customers
Keep product and shelving clean and organized.
Provide professional customer service and assistance to increase sales
Monitor industry and customer demands for new products
Close till and accurately account for money
Oversee and/or perform lawn maintenance duties as needed
Oversee and/or perform cleaning duties as needed
Operate mechanical equipment and machinery
Perform basic plumbing and carpentry repairs and installations to facility
Perform basic electrical repairs as necessary or arrange for professional assistance
Perform basic mechanical repairs as needed or arrange for professional assistance
Oversee and assist on capital improvements and repairs
Determine and execute annual maintenance plan
Prepare docks for summer and winter seasons
Prepare land based facility for summer and winter seasons
Assist in Service department from time to time as necessary
Monitor subcontractors and keep log in records
Maintain emergency response equipment throughout facility
Monitor and patrol general activity at marina, assist and report as necessary
Function in a safe manner, utilizing all recommended/necessary safety equipment
Attend and participate in regular staff meetings efficiently and productively
Other duties as assigned.