

# CORPORATION OF THE TOWNSHIP OF ALFRED AND PLANTAGENET

## JOB DESCRIPTION

**TITLE:** Marina Attendant

**SERVICE:** Parks and Recreation Department

**DIRECTOR:** Director of Parks and Recreation

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### SUMMARY OF FUNCTIONS

Under the supervision of the Marina Manager, the Marina Attendant greets customers at the refueling dock, refuels and applies marina opening and closing procedures. He ensures compliance with the rules of nautical safety and the regulations in force, ensures the good condition of the safety equipment and intervenes in the event of an emergency.

### DUTIES AND RESPONSIBILITIES

#### 1. PROGRAM/SERVICE

##### *Customer Service*

- Welcome customers and boaters in a courteous and professional manner,
- Provide information on marina services (docks, ramps, parking, washrooms, etc.), regulations and facilities,
- Answer phone calls in a professional manner,
- Assist users when disembarking from the boat,
- Sell various products,
- Respond to customer questions, complaints and special requests.

##### *Operations and maintenance*

- Perform tasks related to the opening and closing of marina facilities,
- Pump and manage wastewater from boats at the dump station, ensure the safe handling of equipment, prevent any spills and apply environmental standards and municipal policies in effect,
- Assist customers who dock their boats at the marina's dock and provide them with gasoline,
- Assist with the mooring and departures of boats,
- Clean common areas: bathrooms, the marina chalet, dock and surrounding areas,
- Issue an invoice and receive payment for the volume of gasoline supplied,
- Manage a petty cash, collect fees and transmit the amounts collected to the Finance Department on a weekly basis,

- Read gasoline volumes at the beginning and end of the day and write the daily gasoline sales report,
- Ensure the general maintenance of the facilities and the safety of the premises.

#### *Security and compliance*

- Monitor activities to ensure boating safety compliance,
- Respond to emergencies (spills, fires, accidents, hazardous weather),
- Check the safety of equipment (buoys, fire extinguishers, ladders, lighting),
- Enforce marina policies and regulations.

## **2. HUMAN RESOURCES**

None.

## **3. FINANCIAL RESOURCES**

- Managing a petty cash and collecting fees.

## **4. MATERIAL RESOURCES**

- The employee is responsible for the materials and equipment assigned to him by the municipality.

## **SKILLS AND EFFORT**

### **5. KNOWLEDGE / EXPERIENCE**

- Hold a Secondary school level, or in the process of completion or equivalent,
- Pleasure craft operator card an asset,
- CPR certified, an asset,
- Have a minimum of one (1) month of experience in the field,
- Able to communicate in French and English (oral, reading and writing),
- Vigilance in terms of health and safety,
- Team player, reliability and sense of initiative,
- Good judgment to apply the rules with tact and fairness.

### **6. PHYSICAL AND MENTAL EXERTION**

- This position requires physical effort, lifting gasoline hoses,
- Occasional periods of short-term mental concentration.

## **7. JUDGMENT**

The work is conducted under the direction of the marina manager to ensure compliance with municipal by-laws and environmental protection standards.

The holder shall exercise his judgment:

- Ensuring that users comply with regulations and standards,
- Ensuring that users comply with on-site safety guidelines and standards.

## **8. INTERPERSONAL SKILLS**

The incumbent will be required to demonstrate people skills in interacting with his immediate supervisor and the public.

Contact:

### **INTERNAL:**

- Regular contact with people in the organization and in the Service.

### **EXTERNAL:**

- Occasionally, contact with outsiders, the clientele served and the public.

## **WORKING CONDITIONS**

## **9. ENVIRONMENT**

The work is conducted outdoors, in a variable weather context, which can sometimes reach extreme conditions. This includes, but is not limited to, high or low temperatures, heavy rainfall, fierce winds, and other unpredictable weather conditions. The employee agrees to take all necessary measures to ensure the safety of all despite these conditions.

## **10. CONTROL OF THE WORKING SCHEDULE**

This is a summer season job. Working hours correspond to the marina's opening hours (2 to 7 days a week). The incumbent performs a minimum of 20 hours to a maximum of 40 hours of work per week.

Note: This document was written using the masculine gender only for the purpose of lightening the text. It was agreed that all genders are an integral part of this document.