

Job Title: Lead Marina Attendant
FLSA: Non-exempt
Reports To: Marina Manager

Department: Marina Operations
Status: Full-time (Seasonal)
Pay Grade: 5

SUMMARY:

To provide excellent customer service to all Marina guests. Responsible for the supervision, operation of the facilities, staff; and ensuring a smooth running day-to-day activities of KwaTaqNuk & Polson Marina properties. No member of the Marina Operations department including the Supervisor is above any work/tasks needing to be done to meet the overall goal of safety and an enjoyable visit for the guests.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Maintain guest contact – providing excellent customer service
- Primary point of contact for both Marina properties (KwaTaqNuk & Polson)
- Keep track of and log inventory for both Marina properties (KwaTaqNuk & Polson) monthly
- Knowledgeable with the Flathead Lake area, history, points of interests and sights
- Promote The Shadow & KwaTaqNuk Resort specials/events/promotions to help increase revenue
- Knowledgeable of The Shadow's schedule, ticket pricing, etc.
- Monitor fuel levels, fuel sales for both Marina properties (KwaTaqNuk & Polson)
- Fuel reports for both Marina properties (KwaTaqNuk & Polson)
- Knowledge of fuel prices
- Fueling boats
- Responsible for day-to-day activities of both Marina properties (KwaTaqNuk & Polson)
- Oversee the cleanliness of both Marina properties, shores, Docks and the KwaTaqNuk Patio area; keeping the areas free of litter/trash
- Supervision of Marina staff
- Create and maintain Marina staff work schedules
- Monitor and submit Marina staff time records to Payroll
- Will assist in the hiring of any Marina staff
- Responsible to train all Marina staff as they are hired
- May need to assist guests with boarding & disembarking
- Attendance at management meetings may be required

SUPERVISION EXERCISED:

- Marina Attendants

EDUCATION and/or EXPERIENCE:

- High School Diploma or GED
- Previous supervisory experience required
- Have a working knowledge/experience of marina services

SPECIAL QUALIFICATIONS:

- Skill & knowledge in use of computers
- Excellent customer service
- Problem solving & decision making
- Strong team player
- Excellent written, verbal & interpersonal skills
- Knowledge of safety, emergency & life-saving procedures

- Current First Aid, CPR certification & Basic Safety training
- Spill response
- Know how to swim
- Will be required to successfully pass a pre-employment drug test and as a condition of employment will be subject to random drug testing

PHYSICAL DEMANDS & WORK ENVIRONMENT:

- This position is Seasonal
- This position requires physical activity & stamina
- Ability to lift and/or carry 40+ lbs.
- Ability to respond quickly
- Ability to stand, walk for long periods of time & have good balance
- Will work on uneven, wet and/or slippery surfaces
- Ability to work in all types of weather including inclement weather
- Must be able to work flexible hours/shifts including evenings, weekends & holidays required

CERTIFICATES/LICENSES & REGULATIONS:

- Current First Aid & CPR training
- Basic Safety training

I certify that I have read this job description and understand each one of the requirements for this position, including but not limited to the physical requirements. By signing this document, I certify that I meet all the physical requirements for this job without limitation.

Employee Print & Sign Name

Date

HR Representative

Date