



## A Natural Attraction

City of Quinte West

### Job Description

Position: Seasonal Operator – Marina Attendant  
Department: Corporate and Financial Services  
Reports to: Marina Manager

#### Purpose and Scope

The Seasonal Operator - Marina Attendant, at the Trent Port Fueling Station/Trent Port Marina is responsible for providing support to the Manager of the Marina, the Manager of Building and Facilities, and, in general, to the boating public and visitors that require docking services, dock/slip maintenance, fueling services, ice cream services, cleaning/washroom facilities and general marina assistance as required.

#### Duties and Responsibilities

This position will:

- Conduct yourself in a polite and friendly manner at all times to boaters and public.
- Assist all boaters in docking their vessels.
- Assist all boaters in moving their belongings to and from their vessels as required.
- Assist boaters to and from their vessels as required.
- Clean the dock surface of any and all unwanted residue left by birds, boaters or other sources.
- Perform cleanup duties as required along the shoreline ensuring all garbage, floating debris and any other items not intended to be on the shoreline are removed.
- Clean all power pedestals & spigots of bird residue and Spiders/Spider residue.

Seasonal Operator - Marina Attendant,

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- Help as required to keep the building, grounds and washrooms in a clean and presentable condition.
- Twice daily, at a minimum; empty the Garbage from the containers at the end of each main dock.
- Twice daily, at a minimum; remove floating weeds in and around all slips using the documented Standard Operating Procedures (SOPs).
- Communicate in a professional manner to boaters and administration staff using the provided two way radio.
- Open the Trent Port Fueling Station at the start of shift.
  - Open the safe and retrieve the float.
  - Count the cash and install the float in the till.
  - Power up the computer to activate the Active Net Point of Sale software.
- Close the Trent Port Fueling Station at end of shift/day.
  - Count float and record the same.
  - Balance the cash and prepare the deposit package.
  - Place the float into the safe and lock.
- Enter sales as required into the Active Net POS System for fuel, ice cream, ice and sanitary pump outs.
- Dispense in a safe and acceptable manner, fuel (gas and or diesel) to boaters.
- Aid both boaters wanting fuel and those boaters using the complementary day docks with their docking needs.
- Perform sanitary pump outs for boaters as required.
- Ensure all equipment is kept in good condition and all assigned preventative measures are carried out and documented.
- Dispense ice cream as required.
- Maintain and ensure adequate quantity of canteen and other supplies as required.
- Attend related training and development.
- Ensure adherence to the City's Occupational Health & Safety policies, City Policies and Procedures and all Standard Operating Procedures (SOPs) for the Marina.

Note: Above duties are representative of a typical position and are not to be construed as all-inclusive or limited to the above.

#### Contacts:

Internal: Director of Corporate Services, Manager of Buildings and Facilities, Manager of the Marina, Assistant Marina, Marina Staff.

External: Boaters (Seasonal & Transient), the general public.

Education/Specialized Training/Skills:

The incumbent must have:

- Minimum Grade 12 Diploma or equivalent.
- Must hold or be willing to obtain a City Fueling Licence.
- Demonstrated interpersonal and team skills.
- The ability to demonstrate the highest level of customer service.
- Proficiency in computer applications/programs including Microsoft Office Suite.
- Effective communication skills both written and verbal.
- Ability to work in a busy multi-faceted environment with proficient organizational skills.
- Customer service experience.

Although not required, the following would be an asset:

- Valid Class G Driver's Licence and safe driving record.
- Fueling Station Experience
- Marina Boating Experience.
- Preference will be given to those that have existing Marina experience.

Work Experience:

A minimum of one (1) year of experience in customer service is required. Demonstrated interpersonal and team skills are necessary.

Decision Making:

- This position must be able to make decisions that may impact their safety and the safety of others.

Supervision:

- Not applicable.

## Work Environment

- Conditions close to open water, gasoline and or diesel fuel, boats and other equipment.
- Works directly with both the boating public and the public at large.
- Primarily works the majority of their time, outdoors in varying weather conditions.
- May be required to work a combination of day shifts, afternoon shifts and weekends.
- May be required to attend special events.

  
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Manager of Buildings and Facilities  
Date Feb 27 2017

  
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Director of Corporate & Financial  
Services  
Date Feb 27 /17

  
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Manager of Human Resources  
Date February 27, 2017