



A Natural Attraction

City of Quinte West

Job Description

Position: Assistant Manager of Marina and Waterfront Facilities

Department: Corporate and Financial Services

Reports to: Manager of Marina and Waterfront Facilities

Purpose and Scope:

The Assistant Marina Manager, in co-operation with the Manager of Marina and Waterfront Facilities and the Manager of Buildings and Facilities is responsible for the supervision, management and operation of the Trent Port Marina and the Trent Port Fueling Station. The Assistant Manager in coordination with the Manager of Marina and Waterfront Facilities; is also responsible for ensuring services are provided in an efficient, effective, polite, safe and friendly manner. The Assistant Manager also acts as an ambassador in promoting the Marina and the City.

Duties and Responsibilities:

This position will:

- Take a Lead Role in the management of the Marina Canteen operation, including but not limited to; Menu, Pricing, Staffing, Stocking.
- Take a Lead Role, working closely with the City's Facility Booking Coordinator, in booking, running and staffing of all Marina Special Events booked into the Marina Gathering Hall.
- Working Closely with the Manager of Marina and Waterfront Facilities, manage the inventory of the Marina, Special Events Bar. Aid the Manager of Marina and Waterfront Facilities with the ordering and timely supply of all

Alcohol supplies and the reconciliation of inventory and sales after each event.

- In cooperation with the Manager of Marina and Waterfront Facilities, assist with any marketing and promotion for the Marina and the Fueling Station and cooperate with the local Chamber of Commerce, Downtown Business Associations, Friends of the Trent Severn Waterway and any City departments with respect to the promotion of the marina facilities.
- In cooperation with the Manager of Marina and Waterfront Facilities, act as a Harbour Master for the Marina and Fueling Station.
- As part of a Team consisting of the Manager of Marina and Waterfront Facilities, the Assistant Manager of Marina and Waterfront Facilities, and staff of the Marinas, direct staff to operate, manage and maintain the Marina and Fueling Station for the purposes of a marina for recreational boating only and for the ancillary purpose of selling prepared foods, snacks and confectioneries, as required.
- With the acceptance of the Manager of Marina and Waterfront Facilities, take a lead role in the scheduling of staff to ensure the Marina and the Fueling Station is open to the boating public and the general public. Ensure that the hours set for operation of either or both facilities aids boaters in accessing the Trent Severn Waterways in a prudent manner.
- Plan, organize and direct staff in the performance of their work in accordance with municipal policies, standards and safety requirements.
- Motivate staff to achieve high professional standards and prepare and distribute Daily Task Lists that aid staff to successfully meet those standards.
- Together with the Manager of Marina and Waterfront Facilities, respond effectively and efficiently to complaints of staff, Marina users and the General Public and take appropriate action(s) as required.
- Together with the Manager of Marina and Waterfront Facilities, schedule weekly meetings with the Manger of Buildings and Facilities to discuss operational issues of the Marinas along with any communications from the public concerning all complaints, comments or complements as it pertains to the operations of the Marinas.
- In accordance with the Corporations hiring procedures, policies and by-laws, take an active role with the Manager of Marina and Waterfront Facilities in the recruitment of trained and competent staff to provide the services at the Marina and Fueling Station.
- In cases where the training of staff is required, aid the Manager of Marina and Waterfront Facilities to ensure that proper training is provided to any and all staff prior to said staff attempting to provide that service to members of the public.
- Together with the Manager of Marina and Waterfront Facilities and staff, help ensure the provision of relevant information and direction to ancillary boating services and facilities in the vicinity (boat launches, fuel, pump outs, winter storage facilities) in cooperation with the Manager of Marina and Waterfront

Facilities, shall be responsible for the directing of all marine traffic within the marinas.

- During Out Of Season dates (Nov 1 – April 1) work closely with the Booking Coordinator and the Manager of Marina and Waterfront Facilities, assist with the allotment and rental of all Marina slips for seasonal lessees in accordance with Corporate policy using the accepted Active Net Software provided, and ensure all lessees have signed and returned a moorage agreement.
- During In Season dates (May 1 – Oct 31), be part of the team that performs the primary function for booking, allotment of slip numbers and the rental of all Marina slips for transient and seasonal lessees in accordance with Corporation's policy using the accepted Active Net Software provided and ensuring all seasonal lessees have signed and returned a moorage agreement.
- In cooperation with the Manager of Marina and Waterfront Facilities, be responsible for the handling of any and all cash transactions that occur while renting slips, selling of confectionary items, gas, oil or any other items sold at point of sale as well as being responsible for the accountability of any on-site cash floats.
- Help prepare and active participate in any accounting actions, procedures and reporting on the financial activities of the marinas.
- In cooperation with the Manager of Marina and Waterfront Facilities, help ensure that all legislative provisions relating to docking clearances and fuel handling are complied with by all boaters using the marina.
- Maintain the appearance of the Marina and Fueling Station and the facilities located thereon, including all marina washrooms and shower facilities, in a neat, clean and well-kept manner.
- Ensure that no refuse, litter, garbage or loose or objectionable material accumulates in or about the Marina and Fueling Station.
- Together with the Manager of Marina and Waterfront Facilities, ensure adequate security for the protection of those using the Marina and Fueling Station.
- Together with the Manager of Marina and Waterfront Facilities, provide for the supply and sale of all fuel, oil and other goods ordinarily accessory to marina requirements in accordance with applicable provincial and federal legislation and municipal by-laws.
- Through joint scheduling of staff with the Manager of Marina and Waterfront Facilities, be responsible for the daily removal of surface weeds and debris located in the marina area and to provide staff when necessary to remove the weeds and debris from the Marina, Fueling Station and all associated shorelines.
- Aid the Manager of Marina and Waterfront Facilities in obtaining any licences or permits that may be necessary or required by any provincial, federal or municipal legislation for the operation of the Marina, the Fueling Station and all facilities therein.

- In cooperation with the Manager of Marina and Waterfront Facilities, initiate accreditation, operation and retention of the Marina and Fueling Station under the Ontario Clean Marine Program.
- With the Manager of Marina and Waterfront Facilities as the lead, help comply with all federal, provincial and municipal laws, environmental assessment commitments, rules, regulations and by-laws.
- Participate in the annual reporting requirements of the Environmental Assessment approval for the Marina and Fueling Station.
- In coordination with the Manager of Marina and Waterfront Facilities, ensure the collection all garbage and refuse located in the Marina and Fueling Station is conducted in an acceptable manner in acceptable containers and ensure the same is disposed of on a regular basis using the Corporations accepted contractor for garbage and Blue Bin Waste.
- Together with the Manager of Marina and Waterfront Facilities and staff, ensure the operation of the sewage pump out station located at the Fueling Station is done in compliance with all applicable federal, provincial and municipal laws, rules, regulations and by-laws.
- Together with the Manager of Marina and Waterfront Facilities, make recommendations to the Manager of Buildings and Facilities, and assist in creating or changing any policies and directives; to improve the Marinas and Marina buildings.
- Coordinate together with the Manager of Marina and Waterfront Facilities, in conjunction with the City's Manager of Buildings and Facilities to make suggestions to improve the preventative maintenance program for the facilities and ensure that all facilities are kept in a safe, clean and attractive condition.
- Be knowledgeable of the Occupational Health and Safety Act and appropriate regulations. Ensure that all facilities staff complies with Federal, Provincial and Municipal codes, Acts and legislation.
- Attend meetings with user groups and tenants to discuss facility needs and address any conflicts or concerns.
- Prepare reports as required by the Manager.
- Ensure effective and timely response to facility emergencies or problems.

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

Contacts:

The position will have direct contact with:

Internal: Manager of Buildings and Facilities, Director of Corporate and Financial Services, Chief Administrative Officer, Manager of Economic Development and Tourism and other City Departments as required.

External: General Public, Ratepayers, Consultants, Contractors, Suppliers and Marina user groups.

Education/Specialized Training/Skills:

The position will require:

- A minimum of a two (2) year Diploma in Hospitality, Recreation or Leisure Studies or a related field.
- Outstanding customer service skills with the ability to deal with difficult customer situations in a professional manner.
- Must possess interpersonal skills in order to deal effectively, professionally and diplomatically with staff, vendors and user groups.
- Demonstrated skills in effective management and supervision, conflict resolution and public relations.
- Excellent communications skills and fluency in English, both written and oral.
- The incumbent is expected to be professional in appearance and demeanour while possessing the ability to work unsupervised.
- Computer literate with skills in Windows based programs, Microsoft Word and Excel.
- Knowledge and understanding of the Workplace Hazardous Materials Information System (WHMIS).

Nice to have:

- Experience in a recreational/ marina experience.
- Radio Operator Certification, Marine Class (VHF) or ability to acquire.
- Smart Serve certificate.
- Valid Class 'G' Driver's Licence in good standing.
- Standard First Aid/CPR "C" and AED certification.
- Small Craft Operators Permit.
- Ability to swim.

Work Experience:

A minimum of three (3) years' of supervisory experience is required. The position requires a commitment to understanding and meeting customer and community needs, working with others as a team and striving to provide high quality, cost effective services to the community.

Decision Making:

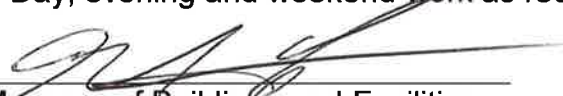
The position is responsible for making decisions relative to the efficient and effective management of the marina operations on a day-to-day basis. The position will provide timely and accurate advice to the Manager of Marina and Waterfront Facilities, Manager of Building and Facilities, Director of Corporate and Financial Services and/or Committees, where appropriate, and respond to the decisions and directions generated by same.

Supervision:

The position is co-responsible for the supervision and scheduling of Seasonal and Student Marina staff and Contractors.

Work Environment:

- Work both indoors and outdoors.
- Attend day and evening meetings as required.
- Day, evening and weekend work as required.




Manager of Buildings and Facilities



Date



Director of Corporate
and Financial Services



Date



Manager of Human Resources



Date