

Job Title: Marina Attendant

Reports to: Assistant Marina Supervisor (Peterborough Marina)

Details: 40 hour work week - \$17.60/hour

Purpose

The Marina Attendant provides frontline customer service, operational support, and administrative assistance to ensure a positive and safe experience for boaters and visitors at Peterborough Marina. This role involves supporting marina office operations, assisting with dockside services, maintaining marina facilities, and promoting a welcoming environment for seasonal and transient boaters.

Primary Responsibilities (This is not an exhaustive list)

- **Marina Office & Administrative Operations:** Perform administrative tasks including phone and email communication, responding to inquiries, and managing seasonal and transient slip reservations. Maintain a clean, organized, and professional marina office environment. Assist with daily cash handling, reconciliation, and record-keeping.
- **Dockside Operations:** Provide hands-on support at the fuel dock, including fueling vessels in accordance with safety procedures. Conduct routine dock inspections to identify hazards, maintenance needs, or safety concerns. Monitor slip occupancy and ensure proper use of marina facilities.
- **Customer Service & Visitor Interaction:** Welcome boaters and visitors, provide marina information, and assist with inquiries. Communicate marina rules, regulations, and safety guidelines in a professional and courteous manner. Support boaters with wayfinding, local tourism information, and general assistance.
- **Revenue Collection & Record-Keeping:** Accurately process payments for fuel, transient mooring, merchandise, and other marina services. Maintain accurate transaction records and handle fees securely in accordance with established procedures.

- **Public Safety & Security:** Monitor marina building and docks to ensure safe and responsible use of facilities. Report incidents, emergencies, or unsafe conditions to the Assistant Marina Supervisor. Support emergency response procedures when required.
- **Facility & Grounds Support:** Assist with routine cleaning of washrooms, docks, and marina buildings. Support minor maintenance tasks such as debris removal, light repairs, and equipment upkeep. Ensure waste and recycling areas are maintained in a clean and orderly manner.
- **Communication:** Strong ability to engage with boaters and visitors professionally. Ability to handle complaints or difficult interactions with tact and diplomacy. Effective teamwork and collaboration skills.
- **Other Duties:** Support additional activities related to the operation of the conservation areas as required to ensure smooth park operations.

Skill

- **Education:** Completion of secondary school (or equivalent). Enrollment in post-secondary studies in Tourism, Recreation, Business, or a related field is considered an asset.
- **Experience:** Experience in customer service, cash handling, administrative roles is considered an asset. Experience working in a fast-paced service environment is beneficial.
- **Knowledge & Technical Skills:** Basic understanding of marina operations is an asset. Computer proficiency to manage reservations, point-of-sale systems, and general administrative tasks. Ability to safely assist with fueling procedures and dockside operations (training provided).
- **Communication:** Strong ability to engage with visitors professionally, handle complaints with tact, and collaborate effectively with team members.
- **Certifications & Licenses:**
 - Valid Ontario Class G2 or G driver's license and clean driving record.
 - Current police criminal record check.
 - Standard First Aid and CPR Certification is an asset.
 - Pleasure Craft Operator Card is an asset.

Effort

- Must be available to work all weekends, statutory holidays, and irregular shifts, including nights, during the campground operating season (May to October).
- Physical ability to perform tasks requiring strength, such as lifting or moving up to 27 kg (60 lbs), and working in variable weather conditions.
- Ability to work under pressure and manage multiple priorities in a busy environment.
- Comfortable working outdoors in variable weather conditions.

Working Conditions

- Frequent interaction with the public, including managing visitor questions, complaints, and ensuring a positive experience.
- Outdoor work in a waterfront environment with exposure to sun, heat, rain, wind, and other weather conditions.
- Exposure to environmental hazards such as slippery surfaces, fuel vapors, and wildlife.
- Use of cleaning chemicals, fuels, and other hazardous materials.
- Use of equipment such as fuel pumps, hand tools, maintenance carts
- Occasional travel using corporate vehicles.