

Job Title: Assistant Marina Supervisor (Peterborough Marina)

Reports to: Manager, Conservation Lands Program

Detail: 40-hour work week - \$26/hour

Purpose

The Assistant Marina Supervisor supports the efficient and effective delivery of marina operations and customer services at Peterborough Marina. This role ensures compliance with organizational policies, relevant legislation, and safety standards. The Assistant Supervisor is responsible for assisting with daily marina operations, dock and facility management, boater services, security, and supervision of seasonal marina staff. The position promotes exceptional customer service, and the overall success of marina operations.

Primary Responsibilities (This is not an exhaustive list)

- **Marina Operations & Facility Management:** Oversee daily marina operations, ensuring clean, safe, and well-maintained facilities including docks, fuel systems, washrooms, boater amenities, and grounds. Conduct routine inspections of docks, slips, fuel systems, and equipment to identify hazards, maintenance needs, or safety concerns. Ensure compliance with marina operational standards, environmental regulations, and organizational policies.
- **Staff Support:** Supervise, train, and evaluate seasonal staff, ensuring compliance with all health and safety regulations. Provide performance coaching, schedule shifts, and foster a positive work environment.
- **Customer Service & Visitor Interaction:** Lead customer service operations, including managing the online reservation system and responding to visitor inquiries, complaints, and service requests. Ensure all visitors receive high-quality assistance to enhance their experience.
- **Revenue & Financial Management:** Oversee revenue collection processes, ensuring accuracy and security of funds. Maintain financial records and ensure compliance with established financial procedures and policies.

- **Public Safety & Security:** Support marina security operations, ensuring adherence to safety protocols, boating regulations, and marina rules. Respond to incidents, emergencies, and conflicts in a calm and professional manner. Assist with enforcing marina policies and coordinating with emergency services when required.
- **Health & Safety:** Ensure compliance with the Occupational Health and Safety Act (OHSA) regulations and organizational safety policies, fostering a safe environment for staff and visitors.
- **Stakeholder Communication & Relationship Management:** Develop and maintain positive relationships with local stakeholders, including municipalities, law enforcement, public health agencies, and other partners. Act as a liaison between the park and external organizations.
- **Marina Facilities Management:** Assist in planning and executing maintenance activities such as dock repairs, vegetation control, hazard mitigation, and upkeep of marina infrastructure. Monitor the condition of marina assets and recommend upgrades, repairs, or improvements.
- **Operational Planning:** Contribute to the development and implementation of operational plans, service improvements, and marina development strategies. Assist with reporting on marina operations, facility conditions, and customer service metrics.
- **Other Duties:** Participate in various activities supporting the broader goals of the Conservation Lands Program and contribute to the ongoing operation and maintenance of the Authority's conservation areas.

Skill

- **Education:** A post-secondary degree or diploma in Recreation Management, Tourism, Business Administration, or a related field. A combination of education and relevant experience may be considered.
- **Experience:** Minimum of 2–3 years of experience in marina or recreational facilities operations, with at least 1 year in a leadership or supervisory role. Demonstrated experience supervising staff, managing customer service operations, and coordinating multi-functional tasks.
- **Knowledge & Technical Skills:** Knowledge of marina operations, boating practices, customer service standards, and waterfront safety. Familiarity with fuel dock operations, emergency response procedures, and relevant legislation (e.g., Transport Canada regulations). Proficiency with reservation systems, point-of-sale software, and Microsoft Office Suite.
- **Leadership & Teamwork:** Ability to lead and develop staff, manage park operations, and handle customer relations. Strong decision-making skills and experience in conflict resolution. Ability to manage operations in a fast-paced, customer-focused environment.

- **Communication:** Excellent verbal and written communication skills. Ability to interact professionally with staff, visitors, and stakeholders. Strong administrative and reporting abilities.
- **Certifications & Licenses:**
 - Valid Ontario Class G driver's license and clean driving record.
 - Current police criminal record check.
 - Standard First Aid and CPR Certification (or willingness to obtain).
 - Pleasure Craft Operator Card is an asset.
 - Marine-specific training (e.g., fuel handling certification) 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.