

## JOB DESCRIPTION

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**Job Title:** Maintenance Hand  
**Reports To:** Marina Supervisor

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### Summary

The Maintenance Hand is responsible for the marina's day-to-day repair and maintenance requirements, keeping everything is safe and good operational condition. He also acts as an assistant or alternate to the Dockmasters and Fuel Berth Attendants.

### Primary Duties and Responsibilities (other duties may be assigned)

- Carrying out routine repairs and maintenance and minor construction work, both ashore and afloat, indoors and out. This may include mechanical, electrical, fitting, plumbing, carpentry, welding, painting, general building and landscape work (subject to these being within his capability)
- Cleaning and tidying buildings (including washrooms when no cleaner is on duty), pontoons, quays and the marina site and workplaces generally to maintain a high standard of hygiene and appearance
- Complying with the Company's Health and Safety Policy and recognised good working practices
- Complying with marina regulations regarding dress and expected modes of behaviour. Offering a personal and personable service when in contact with customers so as to enhance the reputation of the marina
- Assisting with boat handling operations at both the marina and boatyard
- Complying with all marina systems and procedures
- Assisting the management and other staff in such other matters as may be reasonably required
- From time to time acting as an alternate to the Berthing Masters and Fuel Berth Attendant

### Supervisory Responsibilities

- Is a leader through example for Dockhands

### Required Qualifications and Qualities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Such qualities qualifications include:

- Of smart appearance with a pleasant personality, articulate, and with the ability to relate well to customers
- Physically fit
- A broad range of practical skills appropriate to repairs and maintenance
- The ability to carry out standard checks, equipment maintenance and other simple routines
- Knowledge of boat mooring practices
- Proven skills (or the willingness to be trained) in VHF radio and fire-fighting.
- Proficient swimmer
- Experience in boatyard and boat lifting operations desirable

#### **Education/Experience**

- Educated to Secondary (High School) standard with training, qualifications; or
- experience in a relevant trade(s)

#### **Language Ability**

- Level of English that allows reasonable communication with customers, guests and employees

#### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this role, the employee:

- Is regularly exposed to outdoor weather conditions
- Is frequently exposed to work near moving mechanical parts
- May work near or around toxic or caustic chemicals while wearing proper personal protection equipment and following strict company safety standards
- Is occasionally exposed to risk of electrical shock
- The noise level in the work environment is usually moderate

#### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this role, the employee:

- Is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and smell
- Will regularly lift and /or move up to 45kgs
- Will require specific vision abilities required by this job include ability to adjust focus

## Competency

- **Problem Solving** – Identifies problems and reports them to immediate supervisor in a timely manner; Gathers information and passes through to immediate supervisor; Put forward alternative solutions; Works well in a group problem solving situations; Uses reason even when dealing with emotional topics
- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrate group presentation skills; Participate in meetings
- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments
- **Safety and Security** – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potential unsafe conditions; Uses equipment and materials properly

## General Working Practices

The Maintenance Hand is expected to undertake such other duties as may be reasonably required for the smooth running of the marina and when necessary to stand-in for other members of staff to the best of his/her ability.

A flexible approach towards working times is required and the Maintenance Hand will be expected to work such hours as may be reasonably required to properly fulfil his/her duties. The Maintenance Hand shall take into account operational requirements (e.g. site works, peak season demands, boat shows) when planning his/her leave. The Maintenance Hand should expect to work at weekends, during peak times and special events, and is always on call in times of emergency or bad weather.

Nothing in this Job Description or elsewhere shall limit the Maintenance Hand from taking such action as he/she deems appropriate in order to save life or property in the event of an emergency.

### **Terms of Employment**

This Job Description should be read in conjunction with the terms and conditions of employment and job offer letter.

This Job Description is a general description and does not necessarily include or define all the tasks that may need to be undertaken. The duties and responsibilities may vary without changing the general character of the duties or the level of responsibility entailed, and the Maintenance Hand will be expected to undertake such other tasks as may be reasonably required and within his/her capabilities. This fact is reflected in the salary.