

JOB DESCRIPTION

Job Title: Senior Dockmaster
Reports To: Marina Supervisor

Summary

The Senior Dockmaster is responsible for the smooth and safe day-to-day running of all marina functions with particular emphasis on operations.

He is often the first and/or main point of contact for the customer and is thus in an important position to influence sales and customer satisfaction.

Acts as an alternate to the Marina Supervisor when the latter is unavailable.

Primary Duties and Responsibilities (other duties may be assigned)

- Efficiently managing all operations staff and supervising work
- Ensuring that all routines, systems, and check-lists are properly maintained and/or executed
- Complying with the Health and Safety Policy and with generally recognised good working practices and seeing that others do so
- Ensuring marina cleanliness and hygiene
- Ensuring that the pontoons, quays, equipment and outdoor facilities are clean, safe and well maintained
- Ensuring that marina reception and other customer contact points are properly equipped and stocked, and that customers' enquiries and needs are at all times attended to promptly, politely and comprehensively
- Complying with company regulations regarding dress and expected modes of behaviour, and offering a personal and personable service to customers in order to enhance the reputation of the marina
- Complying with Company guidelines and procedures, and with such other instructions or duties as may be reasonably assigned
- Familiarising himself with the duties of the Marina Supervisor in order that he can, if required, act as the Marina Supervisor's alternate
- Not entering into any contract, agreement or commitment on behalf of the company, nor ordering any goods and services on behalf of the company, unless he has prior permission to do so

Supervisory Responsibilities

- Manages subordinate employees at a designated facility
- Responsible for the overall direction and coordination of these employees
- Carries out team leader responsibilities within the organization's policies and applicable laws
- Responsibilities include - training employees; assigning, directing work, addressing complaints and resolving problems of a minor nature – for all subordinate employees

Required Qualifications and Qualities

- Familiarity with general office equipment, cash handling, cheque/credit card procedures and end of day sales desk routines
- Sufficient computer literacy to operate PC-based marina management systems
- A broad and thorough "hands-on" knowledge of small craft and marina operations, boat lifting, boat handling and towing, plant and equipment maintenance
- Competence in man-management
- A positive attitude, and the personality to relate well and communicate fluently with customers, to satisfy their demands and reassure their concerns whilst successfully employing appropriate salesmanship skills
- The ability to offer a personal and personable service when in contact with customers and to enhance the reputation of the marina
- Numeracy and good standards of presentation and accuracy in written work and record keeping
- Proven skills in boat handling, VHF radio, first aid, fire-fighting and boat hoist and craneage operations
- Proficient swimmer

Education/Experience

- A good level of Secondary (High School) education, and preferably a college qualification; or
- Trade/apprenticeship qualification
- One to two years related experience and/or training; or
- Equivalent combination of education and experience

Language Ability

- Level of English that allows fluent communication with customers, guests and employees
- The ability to speak Arabic is preferred

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 Senior Dockmaster 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. The Senior Dockmaster position requires shift working across a 7-day a week rotating roster, including public holidays and night working. The Senior Dockmaster shall take into account operational requirements (e.g. site works, peak season demands, boat shows) when planning his/her leave. The Senior Dockmaster 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 Senior Dockmaster 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 Senior Dockmaster 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.