

CITY OF CHELAN JOB DESCRIPTION

TITLE: MARINA ATTENDANT/OFFICE WORKER 1

DEPARTMENT: Parks and Recreation

REPORTS TO: Recreation and Facilities Supervisor

SUPERVISES: None

WAGE: \$11.50 to \$12.50

DATE ADOPTED/REVISED: 2018 **SALARY GRADE PT:** 2018 Budget

POSTION PURPOSE

The Marina office is our front desk on the water and provides one of the first impressions for guests to recreate on Lake Chelan. Exceptional customer service skills are a must for this role. This position will carry out the daily duties of marina attendant by providing services to promote return business.

ESSENTIAL JOB FUNCTIONS

- Greeting the public using positive public relations and image to the City's benefit
- Make marina slip reservations, changes, and cancellations using a computer software program
- Collection and receipting of moorage, launch and parking fees
- Explain, enforce and check for compliance of policies and regulations of the marina for maximum safety and clean boat operation

EXAMPLES OF DUTIES AND RESPONSIBILITIES

- Use exceptional customer service to greet marina patrons and the public and provide information about Chelan and the Lake Chelan Valley, as well as Clean Marina procedures
- Take moorage reservations, changes and cancellations via phone or in person and enter into computer reservation data system
- Collect fees for launching and other uses of the marina
- Check-in/Check-out marina patrons with computer reservation system and process credit cards and cash
- Responsible for making marina slip checks to insure correct boat moorage occupancy
- Responsible for the opening and closing of the marina office as scheduled
- Answering the phone in a professional manner
- Completing daily reconciliations of all transactions
- Responsible for documenting all complaints, incidents, and accidents
- Keep boat launch and driveway clear of drift wood and debris
- Daily maintenance of grounds, marina office, docks, and slips

- Other duties as assigned

WORKING CONDITIONS

- Work is performed in an office setting and outside, in and around water
- Employee will spend prolonged periods outside in the sun and elements
- Employee is subject to shift work and working weekends and holidays

PHYSICAL JOB REQUIREMENTS

- This position requires the ability to understand and speak English and carry out verbal instructions
- Must be able to type and operate a computer
- Must be able to lift 40 pounds
- Must be able to maintain situational awareness of their surroundings at all times
- Must be able to swim

KNOWLEDGE, ABILITIES, SKILLS FOR SUCCESS

- Ability to multi-task
- Provide exceptional front-line customer service by promoting positive image and working with the public in a positive manner
- Ability to work and communicate as part of a team, as well as individually, staying on task without constant supervision
- Knowledge of marina policies and regulations and the ability to enforce these policies and regulations in a professional manner
- Ability to operate a phone in a polite, clear and understandable manner
- Ability to accurately handle money transactions, including credit cards and cash.
- Knowledge of facilities and equipment used in the operation of the Marina
- Previous marine or boating experience is preferred

QUALIFICATIONS REQUIRED

- Valid Washington State Driver's License with driving record free from serious or frequent violations
- CPR and First Aid Certificates Preferred

The statements contained herein reflect general details, as necessary to describe the principal functions of the job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as needed, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workload.