



## PORT ALBERNI PORT AUTHORITY (PAPA)

### JOB DESCRIPTION

**POSITION:** Marina Coordinator  
October 1, 2012

#### 1. POSITION SUMMARY

A Marina Coordinator provides services to the operations of all marina facilities under direction of the Manager Marina Services. A position may be based primarily at one facility, but work at any of the Port Authority's marina facilities is required. As a representative of the Port Authority, the employee must act and advocate in the best interests of the organization.

#### 2. ORGANIZATION

This position report to the Manager Marina Services.

This position is included in the ILWU local 517 bargaining unit.

#### 3. ACCOUNTABILITIES

##### 3.1 Safety

The Marina Coordinator will ensure safe working conditions for all employees working at the assigned facilities as stated in the Port Authority's Policy Manual.

##### 3.2 Operations and Service Delivery

Ensures effective, courteous service delivery to customers of the Port Authority facilities.

At the direction of the Manager Marina Services, responds to written and verbal client enquiries, suggestions and complaints.

At specified facilities, provides fueling services to vessels, accepts payments, records daily sales and fuel inventory, remits cash and other payments to the Port Authority on a regular basis as directed.

Allocates space to boats and sub-lets space for short term periods according to Port Authority policies and procedures.

At specified facilities, completes reservations for campers and allocates assigned space for campers.

Collects, as required, the Port Authority approved rates for services such as moorage, camping, utilities, launch ramp, and RV winter storage.

Conducts security patrols of the assigned facilities at various times of the day and evening to ensure vessels are properly and safely moored, that equipment is effectively secured and operational, and that safe operating practices are used with dock equipment; contacts the Manager Marina Services or Harbour Master or police as appropriate.

Monitors activities at the assigned facilities to ensure all operations function within the Port Authority policies and guidelines.

At specified facilities, oversees gate, winch and sanitation pump usage.

At specified facilities, daily ensures the facility fuel systems are operational.

At the direction of the Manager Marina Services implements Port policies and policy changes as required.

### 3.3 Maintenance and Custodial

Collect and removes garbage from grounds and pathways, empties garbage bins and ensures all areas of the facilities are presentable.

Perform janitorial duties at assigned facilities.

Where provided, maintains interior and exterior of personal living accommodations.

Routinely inspects operating, maintenance and emergency equipment including, power boxes, utility services and fire suppression equipment; reports variances to Manager Marina Services.

Routinely inspects capital infrastructure including buildings and floats, utility, water and sewage systems; reports variances to Manager Marina Services.

At the direction of the Manager Marina Services, may liaise with contract engineers and consultants on maintenance and repair projects.

Monitors the assigned facilities for environmental concerns such as oil and gasoline spills and leaks; reports variances to the Manager Marina Services and/or Harbour Master as appropriate.

Contacts the vessel owner where a vessel is in danger of sinking and advises the Manager Marina Services. Where a vessel is in immediate danger of sinking, may conduct emergency pumping and recovery procedures and as soon as practical notify the Manager Marina Services and/or Harbour Master as appropriate.

As required, removes snow from walkways, parking areas and moorage slips for the safety of facility users.

### 3.4 Planning and Reporting

Under the direction of the Manager Marina Services, implements annual pre season maintenance programs, including debris cleanup and removal, painting, grounds keeping, etc.

Under the direction of the Manager Marina Services, may assist with planning and implementation of capital projects.

At the request of the Manager Marina Services, may assist with annual facility tariff and rate reviews, and budget planning.

### 3.5 Bookkeeping and Accounting

Records a daily inventory of vessels and campers as applicable.

Following approved processes and procedures, ensures that all facility usage fees are recorded and invoiced as per the Port Authority approved tariffs.

Remits collected fees and sales receipts, and provides the deposit information to the Port Authority office on a regular basis as directed.

Record statistical data as directed.

At the direction of the Manager Marina Services, purchases necessary supplies and equipment and account for same.

Complete personal time sheet of hours worked and forward to the Manager Marine Services for approval.

### 3.6 Marketing and Promotion

At the direction of the Manager Marina Services, may implement marketing and promotional plans for the assigned facilities.

On request, provides marketing brochures and printed media advertisements.

Under the direction of the Manager Marina Services, may interact with third party agencies.

### 3.7 Personnel Relations

Supervises the daily work of assigned regular, seasonal and casual Marina Attendants.

At the direction of the manager Marina Services, may assist with the training of Marina Attendants who are assigned to marina facilities.

Effectively and collaboratively works with Port Authority management and other employees assigned to the facilities.

### 3.8 Other duties

Performs other related duties as required.

**4. EDUCATION AND EXPERIENCE**

Related experience in a Marina or campground or other similar facility is an asset.

Must have an excellent command of the English language.

Must have proficient use of current office productivity software (Microsoft Office suite of products) to perform the requirements of the position.

Office management and customer service skills, bookkeeping skills and experience operating a variety of equipment and tools, mechanical and electrical troubleshooting experience, are particularly important

**5. PERSONAL QUALITIES**

Must exhibit effective work habits and excellent interpersonal skills.

Must have good written and oral communication skills.

**WORKING CONDITIONS**

Work is often conducted outside of the office, so exposure to weather conditions is a routine part of the position.

Work hours will be scheduled by the Manager Marina Services and consist of evenings, weekends and holidays as per the operational requirements of the assigned facilities.

After-hours work, including security patrols of the assigned facilities and cleaning up after public events, is required. After-hours participation in workshops and other meetings may be required.

May be called out at any time to assist with emergencies.

I have read and understood this job description.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_