



## PORT ALBERNI PORT AUTHORITY JOB DESCRIPTION

**POSITION:** SEASONAL MARINA and FACILITIES ATTENDANT

**DATE:** January 01, 2024

### 1. POSITION SUMMARY

A Marina and Facilities Attendant conducts their operational duties at Port Authority marina facilities in a professional, safe, responsible and efficient manner. As a representative of the Port Authority, the employee must act and advocate in the best interest of the organization.

### 2. ORGANIZATION

These positions report to the Manager Campground and Marina Facilities, Manager Marina and Dock+ Operations, or Marina Coordinator (“designated supervisor”).

Seasonal positions are not included in the ILWU bargaining unit.

### 3. ACCOUNTABILITIES

#### 3.1 Safety

Marina and Facilities Attendants will maintain safety compliance as per the Safety Compliance Form. The document is to be reviewed, signed and dated by both the employee and the designated supervisor.

Marina and Facilities Attendants must advise the designated supervisor of any safety or security concern as soon as possible.

#### 3.2 Operations, Office, Maintenance and Custodial Service Deliveries

Marina and Facilities Attendants will ensure effective service delivery to customers by providing assistance to general public and marina users with direction and information in regards to Port Alberni and surrounding areas.

Marina and Facilities Attendants will perform marina and campground related duties as assigned by the designated supervisor. Typical duties include but are not limited to:

- cashier – handling of money, cheques and credit cards
- customer check in and check out
- reservations and confirmations
- customer service and enquiries answered promptly
- daily cash outs and corresponding paperwork
- daily marina and campground checks
- delivering messages to customers
- perform Ice House sales and labour
- ensuring office and outdoor office area is clean and presentable
- daily cleaning of office and washrooms
- janitorial duties as assigned by the supervisor which may include cleaning washrooms, doing laundry and cleaning cabins and guest house
- pressure washing walkways, ramps and floats
- painting
- grounds keeping operations

- maintaining a clear sewer system and operating equipment such as augers, electric eel etc.
- perform routine float and berth inspections
- directing launch ramp traffic and collecting launch fees
- completing minor dock repairs
- collecting and removing garbage from grounds and pathways, emptying garbage bins and ensuring all areas of the marina/campground are presentable
- conducting janitorial duties such as cleaning fish cleaning tables, public washrooms and restocking of supplies for public washrooms
- maintaining meeting room, picnic tables and shelters by setting up tables and chairs for meetings, and cleaning meeting room after each use
- perform fuel systems inspections

### 3.3 Bookkeeping and Accounting

As directed, perform point of sales transactions, collect appropriate fees and charges as per the approved Port Authority tariff rates, record, summarize and submit these transactions for the designated supervisor.

Complete personal time sheet of hours worked and submit to the appropriate Marina Coordinator to be forwarded to the Manager Campground and Marina Facilities, or Manager Marina and Dock+ Operations for approval.

### 3.4 Other Duties

Performs other related duties as and when required.

## **4. PERSONAL QUALITIES**

Attendants must exhibit effective work habits with an ability to adapt to situations within a fast paced, team-oriented work environment. An outgoing friendly attitude with excellent interpersonal skills is essential.

Attendants must have good written and oral communication skills and the ability to communicate professionally and effectively with the general public, and their designated supervisor.

## **5. WORKING CONDITIONS**

Work is conducted inside and outside facility offices, so exposure to weather conditions is a routine part of the job. Hours of work will be scheduled by the Manager Campground and Marina Facilities or Manager Marina and Dock+ Operations, or the Marina Coordinator. The work schedules will vary and reflect the operational requirements for that week. The accountabilities of the position require that the incumbent be available for work days, evenings and weekends.

Parts of the job may require physical labour, and Attendants will be required to operate yard maintenance equipment and lift 40lbs. All marina staff will be issued PAPA safety vests, glasses and hats to be worn when at work.

The use of all forms of personal electronic communication while working is not allowed. Employees can check their personal devices while on break.

I have read and understood this job description.

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

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

Port Alberni Port Authority: \_\_\_\_\_