

JOB TITLE: MARINA MANAGER

LOCATION: Chicago

JOB STATUS: Exempt

JOB SUMMARY

Oversees the daily operations of harbor following established company policies and procedures.

Manages daily financials of operations to include fuel dock, store and other revenue streams in a cost-effective manner. Provides excellent and prompt service to customers, prospective customers and guests. Insures prompt maintenance of docks, buildings, grounds and equipment.

DUTIES AND RESPONSIBILITIES

Trains, schedules, and supervises all personnel. Administers safety training and annual evaluations following established company procedures. Develops employees for progression and advancement within the Company.

Appropriately documents and recommends disciplinary actions and/or terminations when warranted.

Assists customers in a prompt and courteous manner. Communicates with potential customers professionally and effectively. Resolves customer disputes using management guidelines. Refers extraordinary issues beyond scope of ability to Regional Manager.

Supervises fuel dock and store including ordering and inventory control. Maintains inventory levels, adjusting for seasonal fluctuation.

Ensures proper controls for safeguarding Marina assets, including but not limited to equipment and inventory. Performs routine inspections – submits timely work orders as necessary - follows-up as required. Notifies work crew immediately of emergency maintenance needs.

Physically walks property throughout the day. Ensures that facility is maintained to the highest possible levels. Monitors property on a daily basis to ensure a proper safe environment and takes appropriate corrective action when safety issues arise.

Understands and complies with government regulations pertaining to facility. This includes but is not limited to: Fire Department, Weights and Measures, Coast Guard, OSHA, EPA, and Department of Labor Department. Maintains professional relationships with agency representatives and contractors.

Organizes, oversees and markets all special events. Proactively seeks ways to promote marina to maximize potential.

Ensures the safety of employees, customers and visitors. Trains employees in the safe use of marina equipment and all emergency procedures. Ensures timely and accurate filing of Workers' Compensation injuries.

Follows and ensures appropriate accounting procedures for closing and balancing cash registers, credit card charges and miscellaneous receipts. Safeguards all funds/receipts and petty cash.

May perform other tasks assigned by senior management.

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SUPERVISION:

Given: Assistant Marina Manager, Dockmaster, Dock Attendant, Harbor Cashier, Skate Attendant, Skate Cashier

Received: Operations Manager; Regional Manager

EDUCATION/EXPERIENCE:

High School Diploma or equivalent. Three years previous marina experience, with comprehensive maintenance responsibilities. Previous supervisory experience preferred. Must have recreational boating background and must have knowledge of small boat handling and terminology.

SKILLS/ABILITIES:

Basic math computation skills. Basic computer skills to include: Excel, Microsoft Office, on-line payroll applications, etc. Proficient swimmer. Valid driver's license. Must be able to drive small trucks and utility vehicles. Must be able to operate small boats. Must demonstrate professional communication skills and exceptional customer service skills. Must be an effective problem solver. Must be decisive and able to exercise careful and reasoned judgments having substantial impact on the organization.

PHYSICAL STANDARDS:

Parts of the work, such as word processing, data entry, proofing or figure work may involve eye strain. Job requires ability to sit for long periods performing data entry functions.

PHYSICAL REQUIREMENTS

Must be able to walk or stand continually on uneven surfaces. Must be able to board small vessels for fueling or assisting the operator. Must be able to work outside in all weather conditions and to withstand prolonged exposure to the sun.

SPECIAL REQUIREMENTS

Must be available 24 hours by telephone for emergency response. Must be able to use personal vehicle for occasional company use. Must show proof of insurance and maintain insurability on an on-going basis. Works weekends and holidays as required for the successful operation of the Marina.

Please submit applications online at www.chicagoharbors.info/jobs

Resumes can be sent to:

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1st Floor South
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