



Dillon Marina

Dillon, Colorado 9017'

Dock Attendant/ Customer Service Agent

Job Description

\$12.50/hour

Mission

To provide exceptional customer service across all aspects of Dillon Marina operations.

Overview

The Marina Dock Attendant / Customer Service Agents will work between the rental dock, boat launch ramp, retail and rental office and assist in overall general marina operations as needed.

Responsible to: Marina Director, Office Manager and Operations Manager

Qualifications

- High school diploma or GED required. Some continued education preferred.
- Exceptional customer service skills required.
- Current Red Cross CPR/AED certification required. Training provided.
- Knowledge of Microsoft Office suite, office equipment and procedures required.
- Experience with QuickBooks and Point of Sale software preferred.
- Experience in boat handling preferred.
- Marina operations experience with good working knowledge of both powerboat and sailboat operations preferred.
- Knowledge of standard safety precautions both on and off the water.
- Dependable and on-time, self-motivated, hard-working and trustworthy.
- Ability to function and make good decisions in the absence of a supervisor.
- Ability to be trained as a ANS (Aquatic Nuisance Species) inspector.
- Pleasant and outgoing personality with an ability to communicate in a professional, courteous and timely manner both verbally and written when dealing with Town of Dillon Employees, citizens, customers and vendors.
- Proven ability to work both independently and as a team and able to follow directions.
- Must be able to swim.

Responsibilities

- Heavy phone and face-to-face interactions with customers, providing accurate information, answering questions and taking reservations. Excellent phone etiquette required.
- Ability to obtain knowledge of all marina rates, including boat rentals, sailing school, dry storage, slips, wait lists, service, retail, etc.
- Assist in daily, weekly and monthly inventory controls.

- Assist with the check-in, pricing, stocking and selling of all retail merchandise.
- Perform Point of Sale transactions to collect customer payments. Must have strong attention to detail.
- Perform daily balancing of Point of Sale stations and create bank deposits.
- Obtain knowledge of work order procedures and service rates and assist customers through the process.
- Cleaning and upkeep of marina retail area, office, kitchen, bathroom, trash, recycling, etc.
- Re-stocking of all food and beverage products throughout day.
- Re-stocking and filing of all daily paperwork and brochures.
- Assist with the development and promotion of marina events.
- Provide assistance to guests with daily rental boat check-out/check-in procedures, both from the office and the dock to include safety procedures, prop conditions, lake navigation, etc.
- Perform opening and closing procedures for both office and dock.
- Assisting with docking of a variety of boats of all sizes in all weather conditions.
- Perform daily boat preparation and maintenance.
- Assist in the maintenance of marina docks, equipment and grounds to keep in presentable and safe condition.
- Assistance, as required, in general marina maintenance and repairs.
- Assistance, as assigned, in storm preparation.
- Obtain familiarity with all safety and emergency procedures.
- Fueling boats within safety requirements. Knowledge of proper fuel and oil is essential.
- Operating all marina vessels and assist in the towing of all types of vessels, as needed.
- Continual checking of dock lines and utility supply lines during changing weather conditions.
- Provide upkeep of marina public restrooms.
- Provide upkeep of marina grounds and perform daily recycling and trash removal.
- Perform and understand fueling procedures of private customer boats.
- Obtain knowledge of marina regulations and enforcement procedures.
- Ability to operate marina equipment and vehicles.
- Perform Zebra Mussel inspections at the boat ramp, as assigned.
- Assist in marina and customer boat preparation for spring launch and fall haul out, as assigned.
- Adhere to Town of Dillon policies, standards, and regulations including but not limited to proper attire, safety procedures, and overall professionalism.
- Provide support to all other marina departments as needed and as assigned by marina management.