



JOB DESCRIPTION

Job Title: Dock Attendant, Lift Operator

Location: Maximo Marina, St. Petersburg Florida

Summary:

Provides dockside service to Marina guests, provides information and customer service to guests by performing duties included a part of the marina's customer service standards.

Responsible for placing vessels in and out of the dry stacks and water following all local and federal guidelines. Responsible for maintaining all dry stack areas.

Essential Duties and Responsibilities:

- Assists Dock Master in marina related duties such as securing vessels to docks, assisting with drop in and haul out procedures, ensuring waste disposal and facility sanitation.
- Coordinate with Dock Master and marina office staff the loading and unloading of vessels between the dry stack and the appropriate water insertion areas.
- Use visual and radio communication with a spotter to verify traffic stopped in both directions before crossing 37th Street.
- Verify all Forklift visual and audio safety equipment is on before crossing 37th Street.
- Maintain the upkeep, organization, and cleanliness of the dry stack areas.
- Work with the dock master and GM on vessel placement and sales of dry stack berths.
- Washing and cleaning vessels that have been transported on the lifts and other vessels that require assistance.
- Assists with fuel when needed and ensures safe fueling procedures.
- Operates small boats while assisting vessels to dock or maintenance needs.
- Maintains continual communication with vessels, marina office and fuel dock to ensure timely and efficient dock arrivals, dock departures, including daily radio contact as well as sharing information toward slip usage planning.
- Routinely greets all arrivals and anticipates vessel needs and providing such within marina's ability to perform; assists guest services by promoting timely departure with vessel; advises guest services of any changes or requests from vessel.
- Regularly monitors current slip usage multiple times through the day (dock walk)
- Provides proper upkeep of docks and dock features by sweeping and/or picking up debris. Repairs cleats, docks, signage, pilings, carts, lines, and other marina related items as needed.
- Removes trash, debris, litter; cans, bottles, cartons, cigarette butts, bags and paper from the docks and dock areas, and brings it to the assigned collection place or dumpster.
- Greets and registers guests and provides customer service to marina policy standards.
- Makes and confirms reservations, verifies arrival and departure times, maintains records of slip availability.
- Manages all guest financial transactions, verifies credit status and issues with charge cards- where applicable, computes final bills and collects appropriate payments.
- Answers phones, transmits, and receives messages for the marina office.
- Maintains VHF radio with guests and marina staff.
- Issues facility security ID and supports marina and facility security teams as needed.
- Provides general assistance with special events.
- Is prepared to cover assignments for others in the service department.
- Performs other related duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Must be proficient on computers and specifically with Microsoft Office. Experience with marina software preferred.

Must know how to swim, as this position works at or around water.