



JOB DESCRIPTION

Job Title: Marina Operations Manager
Job Family: Marina Services Worker
Business Line: Property Operations
Division: Marina Operations
Department: Marina Management
Dept. Unit: Sindalah Island, Kingdom of Saudi Arabia

About the location:

Sindalah Island, located 5km off the northwest coast of the Kingdom of Saudi Arabia, is an integral part of the NEOM master plan project. This captivating island is set to become a premier destination for yachting enthusiasts worldwide, boasting exceptional features and a breathtaking natural environment. With an 86 berth marina and 74 mooring buoys catering to yachts ranging from 20 meters to an impressive 180 meters in length, visitors will enjoy unparalleled service from a team of world-class professionals and top-notch facilities.

Visitors to Sindalah will be treated to an extraordinary luxury island experience. The island will be adorned with high-end premium hotels such as the renowned Four Seasons and the exquisite Ultra Luxury Collection by Marriott. These establishments will provide unparalleled comfort and hospitality, ensuring a memorable stay for discerning travelers. Additionally, Sindalah will offer groundbreaking retail options, showcasing the latest in fashion, design, and technology. Culinary enthusiasts will delight in the presence of Michelin-starred chefs, who will create exceptional dining experiences that tantalize the taste buds. And for those seeking recreation, an exotic golf course will be available, allowing guests to indulge in the sport amidst stunning surroundings.

Sindalah Island is poised to become one of the world's most captivating and vibrant yachting destinations, boasting its strategic location, outstanding amenities, and awe-inspiring natural beauty. With a commitment to providing an unforgettable experience, Sindalah promises to be a haven for those seeking luxury, adventure, and serenity.

Summary:

The Marina Operations Manager oversees all dock activity ensuring effective, efficient operations that comply with all safety regulations; ensure guest satisfaction with their experience at facility.

Essential Duties and Responsibilities include the following (other duties may be assigned):

- Ensures human and physical resources are efficiently and effectively scheduled and used to provide optimal service levels
- Provides input on revenues and operating expenses of the docks for budgeting purposes. Monitors budget vs actual and takes appropriate action in case of variances
- Ensures administration is up-to-date and reliable at all times
- Oversees all activities related to assisting guests with securing their vessels to assigned docks; ensures utility lines (power and water) are properly connected to guest vessels and monitored and that appropriate billing is initiated; operates small boats while assisting vessels to the dock;
- Understands and adheres to safety and environmental regulations regarding spillage, clean up, fuel transportation, etc., ensuring that the recognized safety standards are maintained and that

quality and delivery commitments are met.

- Ensures assistance to vessels with black water and waste oil removal and disposing of garbage from vessels.
- Coordinates in-slip and fuel-dock refueling activity ensuring compliance with all associated safety standards.
- Ensures Dock Assistants provide appropriate dockside transportation and baggage service to guests; personally transports guests and baggage as required.
- Coordinates and ensures delivery of provisions, mail, packages and requested services to guest vessels; expedites any and all requests from vessels.
- Coordinates with Maintenance Team on preventive and unscheduled maintenance activities and is responsible for all marina related equipment including launches, workboats, work rafts and golf carts; provide feedback to the Marina General Manager on work schedules.
- Provides general security and supports marina and facility security teams in their security related efforts; reports disturbances in dock area to superiors and maintains general vigilance.
- Ensures dock facility is maintained according to operational standards and monitors dock area to ensure compliance; overall responsibility for cleaning and maintaining of Marina premises
- Assists Fuel department when needed
- Ensures all log books and reporting is up to date and correct
- Maintains VHF radio and in-person communication with vessels, Marina office and marina management.
- Perform or delegate dock walks at regular intervals to ensure quality service and anticipate customer needs.

Specifications:

Management Responsibilities:

Directly Manages 6 to 12 employees in the Marina. Carries out management responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; scheduling and planning of staff and other resources, assigning, and directing work; appraising performance; addressing complaints and resolving problems. Supervises activities of Dock Assistants, and coordinates with Guest Services and Fuel Attendants. Ability/willingness to work shift work, including weekends and some holidays.

Education/Experience:

High school diploma or general education diploma (GED); or two to five years related supervisory/management experience and/or training; or equivalent combination of education and experience.

- VHF Operator's certificate, boating license and basic first aid required.
- Valid Driver's License
- Power boat qualification (RYA, USC, AYF, or other equivalents)
- Basic first Aid (preferred)

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to outdoor weather conditions. The employee is frequently exposed to work near moving mechanical parts. The employee may work near or around toxic or caustic chemicals while wearing proper personal protection equipment and following strict company safety standards. The employee is occasionally exposed to risk of electrical shock.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; talk or hear and smell. The employee must regularly lift and /or move up to 50 pounds (22.5kg) and occasionally lift and/or move up to 100 pounds (45kg). Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Must be able to swim.