# Job Description

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| **Job title:** Marina Operative (Seasonal) |
| **Main purpose of job:** Maintain a professional marina operation ensuring that all customers and visitors enjoy a well-presented environment to include harbour cleaning, pressure washing, refuse control and routine grounds maintenance. |
| **Department:**Cardiff Marina | **Location/Branch:** Cardiff |
| **Position reports to:**Marina Manager | **Position is responsible for:**n/a |
| **Length of contract:** Permanent | **Salary:**£10 per hour |
| **Working Pattern:** Likely to be around 19 hours per week, Saturday 09:00-17:00 (7.5 hours)Sunday 09:00 – 13:00 (4.0 hours) Additional weekdays and Bank Holidays as required.  |

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| **Main duties** |
| The following are the main duties of the role:Customer Service1. Provide a meet and greet service to all members and visitors.
2. Walk the marina pontoons and estate areas, assisting customers where needed.
3. Assisting customers with berthing of vessels and general enquiries.
4. To be a conduit for all customer queries.
5. Provide the highest standard of customer service to both internal and external customers.
6. To answer the office telephone, greet customers and assist with serving in the marina office.
7. Check car parks and the marina ensuring everything is clean, signage is visible, and trolleys are available.
8. Welcome visitors by road and boat, greeting them with high standards of service.
9. Provide a trolley service with assistance to and from vessel when requested.
10. Maintaining customer databases.

Fuel1. To assist with the delivery and serving of fuel.
2. Taking of payments for fuel, visitor berthing and other goods.

Health and Safety1. Carrying out and recording daily safety checks
2. Incident and defect reporting.
3. Undertake routine maintenance and repair works across the marina and shore sites.

Other (as required)1. Assisting in actively marketing and promoting the marina and associated services.
2. To move dry stack boats from the Dry stack to the marina and vice versa as required.
3. Any other task as required

General1. Carry out all duties in line with Company policies, particularly focused on compliance with H&S and Customer Service standards.
2. Knowledge sharing and upskilling other team members
3. Training as required by the role
4. Other tasks reasonably within the scope of the role

This job description may be reviewed from time to time and additional tasks assigned to it.   |

# Person Specification

**The key requirements for this role are:**

* Ability to work alone or as part of a team
* Be able to stay calm under pressure
* General maintenance skills
* Self-motivated and able to work without supervision
* Confident use of IT systems
* A practical, resourceful and common-sense approach
* Good practical boating skills (not essential but an advantage)
* Competent swimmer

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| **Qualifications**  | **Essential** | **Desirable** |
| RYA Power Boat Level 2 |  | X |
| A VHF operator’s licence |  | X |
| First Aid at Work certificate |  | X |
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| **Knowledge** |  |  |
| Understanding of boats and marinas |  | X |
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| **Experience** |  |  |
| Customer Service |  | X |
| Boating skills |  | X |
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| **Skills** |  |  |
| Good practical boating skills |  | X |
| General maintenance skills |  | X |
| Confident use of modern office IT systems |  | X |
| Ability to learn and use basic computer software systems. |  | X |
| The ability to carry out basic maintenance tasks to a high standard of the company’s internal and external areas | X |  |
| Excellent communication skills | X |  |
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| **Personal** |  |  |
| Interest in working with boats and in the marine industry |  | X |
| An ability to understand and deliver the highest standards of customer service | X |  |
| Self-motivated, proactive and able to work without supervision | X |  |
| Enthusiastic and friendly with a flexible and positive ‘can do’ attitude | X |  |
| A practical, resourceful, and common-sense approach | X |  |
| Comfortable working on the water | X |  |
| Flexibility and adaptability to both marina and maintenance operations. | X |  |
| Keen attention to detail | X |  |
| Excellent memory making clients feel known |  | X |
| Confident and professional telephone manner | X |  |
| Reliable and resilient personality | X |  |
| Ability to work well with colleagues. | X |  |
| Ability to handle customer relations calmly and effectively | X |  |
| Smart and tidy personal appearance | X |  |
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| **Other** |  |  |
| Competent swimmer | X |  |
| Full clean driving licence |  | X |
| Able to work in all weathers | X |  |
| Able to work weekends and Bank Holidays | X |  |

**Last updated:** 8th April 2022