



Dock Hand - Job Summary

Reports to: Operations Manager

Seasonal

\$17-\$19/Hourly Non- Exempt Position

The ideal candidate is self-motivated and inspires others to reach their full potential. They maintain a positive outlook in challenges, foster collaboration, and demonstrate a strong work ethic. With excellent problem-solving, communication, and organizational skills, they adapt to changing priorities and work effectively as part of a team. Their leadership qualities, passion for the marine and camping/resort industry, and commitment to success make them an asset to any organization.

Overview:

Seasonal Dock Hands make up our Marina Crew, covering our lakewide marine based operations at the Marina/Docks and Kayak Shacks. The Dock Hands primary responsibilities encompass a range of duties centered around customer service, boat, kayak, and SUP rental orientations, and meticulous upkeep of the docks, boats, kayak shacks, and all associated equipment. This role demands physical resilience and the ability to work outdoors under diverse weather conditions, including sun and heat. All Dock Hands are part of a team and teamwork is the foundation of a day's work on the Lake. Dock Hands will receive training in boat operations and fueling procedures. Exceptional customer service skills are essential for interactions with mooring and rental customers, the general public, and park personnel.

Duties and Responsibilities:

- **Opening/Closing Duties:**
 - Preparing the Oak Bottom Marina and Brandy Creek Kayak Shacks for daily operations, including equipment checks and facility setup.
 - Securing the marina and kayak shacks at closing, ensuring all equipment is properly stored and facilities are locked.
- **Running Brandy Creek Beach and Brandy Creek Marina Kayak Shacks:**
 - Kayak Shacks involve booking reservations for kayaks and SUPs, and a small amount of retail.
 - Kayak Shacks are remote locations that require highly motivated and responsible Dock Hands.
- **Boat and Equipment Maintenance:**
 - Cleaning and maintaining boats, kayaks, SUPs, and other rental equipment.
 - Reporting damage and needed repairs to management.
 - Depending on experience you may assist with routine boat maintenance.
- **Organizing and Cleaning the Equipment Facilities:**
 - Maintaining cleanliness and orderliness in the equipment storage areas.
 - Ensuring all equipment is properly stored and accessible.

- **Customer Service and Rental Orientations:**
 - Greeting and assisting customers with boat rentals, kayak rentals, and SUP rentals.
 - Providing thorough orientations on equipment usage and safety procedures.
 - Answering customer inquiries and resolving any issues.
- **Adhering to Standard Operating Procedures:**
 - Following established protocols for rentals, safety, and marina operations.
- **Maintaining a Safe Environment:**
 - Enforcing safety regulations and ensuring a secure environment for customers and staff.
 - Identifying and addressing potential hazards.
- **Providing Public Information:**
 - Answering questions from the public about marina services and the surrounding area.
 - Offering guidance and assistance as needed.

Additional Responsibilities (as needed):

- **Fueling and Operating Boats:**
 - Safely fueling boats and operating them within the marina and designated areas.
- **Assisting with Reservations/Retail at the Marina Store:**
 - When needed; helping customers with rental reservations and purchases in the marina store.
- **Assisting with Answering Phones:**
 - When needed; handling phone inquiries and providing information about marina services.
- **Working Holidays and Overtime:**
 - Work on holidays and extended hours as required. (Memorial Day, 4th of July and Labor Day).

Physical Requirements:

- **Ability to stand for extended periods:**
 - The job involves significant time on your feet.
- **Ability to lift and carry up to 50 pounds:**
 - Handling equipment and supplies requires moderate lifting 50+ lbs.
 - Ability to get down on the ground and up again repeatedly
- **Ability to work outdoors in all weather conditions:**
 - Adherence to safe protocols for extreme heat and other weather conditions.

Work Schedule:

- This position may require a flexible schedule, including weekends and holidays, depending on business needs.
- Typical work hours may vary by location and seasonality.

- Occasional overtime may be required during peak periods or special events.

This position requires 24-40 hrs per week, depending on rental bookings and other business needs.

Other Duties: This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required for this position. Duties, responsibilities, and activities may change at any time with or without notice

EEO Statement: Whiskeytown Marinas LLC is an Equal Opportunity Employer.

Whiskeytown Marinas, LLC is an Authorized Concessioner for the National Park Service

At-Will Employment: I understand that my employment with Whiskeytown Marinas LLC is considered at-will, meaning that either the company or I may terminate this employment relationship at any time with or without cause or notice. This job description is not a binding contract, and signing this document does not change the fact that Whiskeytown Marinas LLC is an at-will employer.

Signatures: This job description has been approved by management:

Manager: _____ Date: _____

The employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.

Employee: _____ Date: _____

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

The Company guarantees every applicant for employment and every employee the right of equal treatment without regard to race (including traits associated with race, such as hair texture and protective hairstyles), sex (including pregnancy, childbirth, and related medical conditions), reproductive health decision-making, religion, creed, color, national origin, citizenship, ancestry, physical or mental disability, medical condition, marital status, sexual orientation, gender identity or expression, genetic characteristics, veteran's status, age, lawful off-duty use of cannabis, usage of leave rights permissible under the Family Medical Leave Act (FMLA) and/or California Family Rights Act (CFRA), or any other characteristic protected by Federal, State or local law.