

Hiring Status: Open until filled

Marina Attendant - Job Summary

Reports to: Operations Manager & Marina Supervisor

Seasonal (average 4-5 months)

\$16.50-17 per hour/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 Marina Attendants make up our Marina Crew, covering our lakewide marine based operations at the Marina/Docks and Kayak Shacks. The Marina Attendant's 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 Marina Attendants are part of a team and teamwork is the foundation of a day's work on the Lake. Marina Attendants 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.

Key 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:**
 - Four Marina Attendants will run the kayak shacks (2 each) daily Wednesday - Sunday.
 - 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 Marina Attendants.
- **Boat and Equipment Maintenance:**
 - Cleaning and maintaining boats, kayaks, SUPs, and other rental equipment.

- Performing minor repairs and reporting any significant damage.
- **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:**
 - Helping customers with rental reservations and purchases in the marina store.
- **Assisting with Answering Phones:**
 - 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).
- **Helping in other departments.**

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.

Benefits:

- Incentives for returning staff from prior season - Seasonal Personnel are encouraged to return season after season
- Gain valuable experience in the marina and recreation industry.
- Enjoy a dynamic and engaging work environment.
- Opportunity to work outdoors and on the water.
- Potential for professional growth and development.

Work Schedule:

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

Note: This job summary is subject to change and not limited to the above.

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.