

Whiskeytown Marinas, LLC

Hiring Status: Open until filled

Marina Supervisor - Job Summary

Reports to: Direct Manager: Operations Manager & Maintenance Manager

Seasonal (average 8-9 months)

\$18-20 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:

The Marina Supervisor is responsible for ensuring the marina, its facilities, equipment, Marina Attendants and Marina Store Clerks operate safely and efficiently. Duties include maintaining the marina's appearance and overseeing customer service to guarantee a positive experience for all patrons. This role requires proactive identification and reporting of any needs, issues, or emergencies concerning boats, equipment, staff, or customers to management. Additionally, the Marina Supervisor remotely oversees Marina Attendants at two Kayak Shacks at Brandy Creek, but is not responsible for any other aspect of Kayak Shack/Retail Store operations.

Key Responsibilities:

- **Staff Supervision:**
 - Manage and supervise the Marina Attendants and Marina Store Personnel, ensuring that all tasks are completed safely, efficiently, and to the highest quality standards.
 - Ensure that all marina staff practice all safety protocols and procedures.
 - In addition to managing the Marina Staff, remotely oversee the Kayak Shack staff as those employees will also function as Marina Staff, and are interchangeable.
 - Develop and implement comprehensive schedules and checklists that optimize workflow and productivity.
 - Conduct comprehensive training for new employees on all aspects of dock/marina positions, including safety procedures, operational protocols, and customer service standards.
 - Provide ongoing coaching and mentorship to staff, fostering a positive and productive work environment.
- **Facility and Equipment Maintenance:**
 - Maintain the aesthetic condition of the Dock/Marina area, ensuring cleanliness, organization, and a welcoming atmosphere for customers and staff.
 - Conduct regular inspections of the Marina Store, docks, facilities, surrounding

- areas, and rental equipment, addressing any maintenance or repair needs promptly.
- Implement preventive maintenance programs to ensure the longevity and optimal performance of equipment and facilities.
- **Operations and Customer Service:**
 - Oversee daily bookings and rentals, ensuring that all arrivals and departures are handled smoothly and efficiently.
 - Proactively troubleshoot any issues that may arise during bookings or rentals, providing timely solutions to ensure customer satisfaction.
 - Deliver exceptional customer service to mooring customers, answering questions, providing information, and ensuring they are well-informed of marina rules and policies.
 - Manage temporary mooring bookings, agreements, invoices, and customer inquiries with accuracy and professionalism.
- **Towing and Shuttling:**
 - Perform lake rescues and shuttle customers to the buoy field, ensuring their safety and convenience.
 - Operate towing and shuttling equipment with proficiency and adherence to safety guidelines.
- **Administrative Tasks:**
 - Work proficiently in MOLO and STELLAR systems, including training others and assisting with any issues that may arise.
 - Identify, notify management, and track any issues involving rental equipment, supplies, personnel, or facilities, ensuring timely resolution and follow-up.
 - Maintain accurate and up-to-date records and documentation related to marina operations.
- **Additional Responsibilities:**
 - Marina Supervisor may be assigned a variety of tasks and projects in various areas of Whiskeytown Marinas, LLC overall operation.
 - Maintain a general understanding of all areas of Whiskeytown Marinas LLC and how they interconnect, allowing for effective collaboration and support across departments.

Additional Responsibilities:

- Assist in aspects of Inventory Management, Sales Analysis and Budgeting.
- The Retail Manager is expected to be able and willing to perform various tasks and assist with projects across all areas.
- Occasionally participate in events.

Experience Preferred:

- A minimum of 3 years of experience in management or supervisory roles, demonstrating the ability to lead teams, delegate tasks effectively, and ensure smooth operations.
- A proven track record of providing exceptional customer service, including the ability to address customer inquiries and concerns in a professional and timely manner, build positive relationships, and exceed expectations.
- Experience in a retail environment, with knowledge of inventory management, sales techniques, and visual merchandising.

- Strong computer skills, including familiarity with point-of-sale systems, reservation software, and other relevant applications.
- Experience in handling reservations and bookings, ensuring accuracy and efficiency in the process.
- Knowledge of boating and water activities, including safety regulations, equipment operation, and general nautical knowledge.
- A passion for the outdoors, including activities such as hiking, camping, and other recreational pursuits.

Physical Demands:

- Ability to stand for extended periods.
- Ability to lift and carry up to 40 pounds.
- Ability to squat, bend down, and get up and down off the ground.
- Ability to work outdoors in various weather conditions.

Work Schedule:

- This is an approximately 8–9-month Seasonal, non-exempt hourly, Full-Time position. The Marian Supervisor must be able to work holidays, weekends, and evenings as needed.
- The long-term goal for the person filling this position is that they would return seasonally every year.

- 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.