

Summer Students - Attendants
(ages 15 – 30)

JOB DESCRIPTION

SCOPE OF POSITION

Responsible and accountable for the daily management and operation of the **Bruce Mines Marina/ Campground and Shaft** and performing all duties as detailed in this Job Description.

REPORTING RELATIONSHIP

Operations Manager

Season: June to September or as decided by Council

RESPONSIBILITIES

General

- this is a working position with the performance of all service duties on a regular schedule
- maintaining the reputation of the Town as an attractive, clean and welcoming facility offering excellent service
- preparing and maintaining daily opening and closing procedures
- maintaining the safety of staff and boaters and visitors
- maintaining the security of all property, records, cash and keys
- providing excellent customer service; answer public enquiries, i.e., tourist information, dockage sites, etc.

Service

- acting as the prime liaison between the Town and the customer base of seasonal and transient boaters, campers and tourists.
- ensuring the provision of the following service, both by staff and by self
 - providing information to guests on services and events available at the Marina, in the community and campground
 - allocating slips appropriate to size of vessel and availability of slips
 - tying up boats/ fuelling of boats / pumping of waste from boats
 - collecting fees for dockage, ramp use, fuel, power, campsites and shaft tours
 - using VHF radio including emergency channels
 - monitoring parking ensuring that vehicles and trailers are parked in the proper areas
 - Tour guide trainer and attendant to The Shaft

Financial & Administration

- collecting fees, such as dockage, pumpout charges, shower, power and fuel, admittance and camping fees
- Handling cash transactions and use of point of sale equipment including exchange rate for U.S. funds
- issuing receipts for all transactions
- taking and keeping daily accurate fuel records both readings from the fuel pumps and physical dips.
- keeping proper records as required by the Operations Manager
- completing time sheets
- keeping record of seasonal campers, boaters and transients i.e. names, addresses, boat size and boat name and campers contact information
- ensuring the completion of the Mooring Agreement by seasonal boaters
- reviewing the emergency protocol and ensuring that you are familiar with the plan and the appropriate action to be taken for various emergencies

Maintenance & Working Conditions

- preparing all facilities for opening and closing
- inspecting regularly the grounds, structures and equipment
- maintaining the sites are free of refuse and garbage including the recycling containers
- cleaning showers, washrooms and office. This would include scrubbing floors, dusting, sanitizing, etc. as well as general painting, replacement of light bulbs, fixing a window or door, etc.
- co-ordinate with the Operations Manager and the Recreation Committee for the operation of the special events
- work is subject to physical hazard, is carried out in all types of weather conditions and is subject to stress and interruptions at all hours including evenings and weekends
- the work schedule will be on a rotation basis – weekend work is required
- overtime is occasionally required

KNOWLEDGE AND SKILLS

- ability to work independently
- ability to perform the physical aspects of the position
- attend MAST course or equivalent
- fuel handling course
- possess or obtain a VHF radio certificate
- ability to gain a thorough understanding of fuel pumping and sewage pump-out facilities
- participate in training courses as required

ASSETS

- general knowledge of boats
- knowledge of Occupational Health and Safety Act
- first aid, CPR, use of defibrillator
- WHMIS course

IMPACT OF ERROR

- errors regarding the mix up of fuel and sewage pumpout facilities can be extremely hazardous, i.e. explosion can result in an injury or financial loss, i.e. gas is pumped into sewage tank instead of gas tank on a boat; or wrong type of fuel is pumped, etc.
- failure to ensure that safety protocol is followed can lead to injury or loss of life of staff and/or boaters
- liability claim against municipality and self