

Pine Mountain Lake Association Job Description

Job Title: Marina Manager
Job Code: 64
Department: Marina
Location: Marina
Shift: N/A
Reports To: Recreation and Seasonal Operations Manager
FLSA Status: Non exempt
Prepared Date: 11/19/2020 mc

SUMMARY

The Marina Manager is responsible for the day to day management of the Marina Store and Lakeside Café. Important aspects of this operation include maintaining the highest level of customer service and appearance for the amenity and its staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Generates an environment of teamwork.
- Leads on-going training and development of Marina employees.
- Leads safety and emergency preparedness.
- Must be proficient with MS Office and be willing to learn additional programs.
- Reinforce and support the PML Boating and Lake Rules.
- Prepares schedules, minimizing the need for overtime.
- Bi-weekly submission of payroll.
- Daily reconciliation and deposits.
- Manage operations and expenses within approved budget.
- Communication leader for Marina gate, boat patrol and beach patrol.
- Communicate with other departments as needed.
- Facilitates yearly boat registration and renewal of beach spaces, docks and racks.
- Oversees/directs boat slip rentals.
- Reconciles docks and racks to verify proper assignment and usage.
- Formulates pricing of merchandise according to requirements for profitability of store operations.
- Coordinates/delegates sales promotion activities and prepares merchandise displays.
- Assigns sales, rentals, safety and patrol work, maintenance of equipment rental.
- Performs monthly inventory of Marina Store and Lakeside Café.
- Requisitions to replenish merchandise on hand using FIFO inventory method.
- Creates and maintains documentation of processes and procedures for the Marina.
- Answers customer's complaints or inquiries.
- Oversees and monitors safety of staff and customers.
- Inspects the common areas of the Lake Lodge before and after events following the Lake Lodge Check Sheet.
- Ensures the Marina is organized and well maintained.
- Regular, punctual attendance is required.
- Other duties may be assigned.

SUPERVISORY RESPONSIBILITIES

Directly supervises 10 to 30 employees in the marina department. Perform supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or

ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Two to three years related experience and/or training; or equivalent combination of education and experience. CPR - First Aid training. Certifications/licenses for boat operation required.

LANGUAGE SKILLS

- Ability to publicly speak – talking to others to convey information effectively.
- Ability to actively listen
- Ability to write – communicating effectively in writing as appropriate for the needs of the audience.

MATHEMATICAL SKILLS

Ability to count money and calculate figures (e.g., discounts and sales tax)

REASONING ABILITY

The capacity to consciously make sense of things, apply logic, and adapt practices based on new or existing information. The manager must be able to perform critical thinking using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to a problem.

OTHER SKILLS AND ABILITIES

- Ability to actively learn – understanding the implications of new information for both current and future problem-solving.
- Ability to use a computer – specifically being able to use MS Office (Outlook, Word, Excel) and open to learning new computer programs.
- Ability to instruct – teaching others how to perform Marina-centric tasks.
- Customer service skills

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to walk and use hands to finger, handle, or feel objects, tools, or controls. The employee is occasionally required to reach with hands and arms.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and in outside weather conditions and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, and risk of electrical shock. The noise level in the work environment is usually moderate.

Employee shall work well under pressure; meet multiple and sometimes competing deadlines. Employee shall at all times demonstrate cooperative behavior with colleagues and supervisors.

The hours of this position fluctuate throughout the year (e.g. full-time May – Oct with reduced hours November – April).