



Poets Cove Resort & Spa

Job Description

Position: Marina Attendant
Department: Marina
Reporting to: Director of Marine Ops

Duties & Responsibilities:

Successful candidates will have exceptional customer service skills and be comfortable using windows based software. Experience working in a marina or boating experience is a definite plus. VHF radio operator certificate and First Aid certificate are assets. Strong organizational skills and adaptation to a fast paced environment are essential. Applicants must be physically fit and the able to perform repetitive physical tasks. If you think you have what it takes to be a part of our Dock Ranger Crew, please submit your resume. This is a fun, busy environment and a great opportunity to shine.

Duties will include:

- Greet all Marina guests and assist as appropriate.
- Take moorage reservations via phone, email, and enter into computer reservation system.
- Check in marina guests with computer reservation system.
- Provide guests with information about Poets Cove and Pender Island.
- Opening & closing of marina office.
- Daily cash outs.
- Direct/assist vessels and assign slips to vessels entering Harbour.
- Assist incoming vessels to tie up to docks.
- Assure collection of payment for moorage, power and other PC charges.
- Provide fuel service to guests as required.
- Maintain customer database.
- Provide and collect for Fishing licenses.
- Check stock levels of retail items.
- Pick up guest garbage and empty garbage cans on dock.
- Water all plants on docks.
- Keep Marina clean and functional at all times (coil hoses, wipe picnic tables, etc.).
- Any other duties required.

The marina office is our front desk on the water and provides the first impression for guests arriving at the resort via boat. Exceptional service skills are a must for this role.

Position requirements:



- Ability to perform repetitive physical tasks
- Exceptional front line customer service skills
- Ability to multi task
- Experience and comfort level with Windows based software programs
- Previous marine or boating experience is a big asset
- A great attitude!