



## **Poets Cove Resort & Spa**

### JOB DESCRIPTION

Position: Marina Supervisor

Department: Marina

Reports to: Director of Marine Operations

#### Duties and Responsibilities:

In coordination with the Director of Marine Operations, the Marina Supervisor is responsible for ensuring that all operational aspects of the marina run smoothly.

#### Duties List:

- Assist with staff training
- Tracking of operational supplies
- Up keeping a clean well organized working environment
- Ordering and maintaining stock levels of all retail items
- Monitoring fuel stock levels
- Pricing retail items
- Entry of all inventory items into the POS system and ensuring correct cost levels
- Creating and maintaining guest relationships
- Ensuring high customer service standards
- Ordering, tracking and reporting sales
- Coming up with new ideas
- Liaise with other departments at Poets Cove to provide a seamless services for guests
- Ensure that the marina runs as "clean and green" as possible
- Attend/facilitate along with Dir. Marine Ops regular staff meetings
- Understand and be prepared to talk about other departments operations
- Ensuring that appropriate accounting procedures are being followed
- Ensuring that all guest charges are according with seasonal rates and LOA
- Monthly inventory counts
- Assist with boating groups
- Other duties as required

#### Position requirements:

- A minimum of two years in a marina resort environment
- Experience supervising staff
- Excellent guest service & communication skills
- Good problem solving skills
- Willingness to work overtime if required
- Strong computer capability and the ability to learn new software