

POSITION DESCRIPTION



Marina Hand

Junior Position

Possible Trainee role

Overview of Role

- Working with the Marina Manager, the position is responsible for the ongoing maintenance and operation of the marina and boat yard facilities of the Royal Geelong Yacht Club.
- To assist in general maintenance of Royal Geelong Yacht Club property and buildings.
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- To ensure that all members and customers receive a high standard of customer service, and ensure the marina, hard stand, marina environment and surrounding grounds are kept safe, clean and tidy.

Job/Task Profile

- Ensure the marina and yard is clean and tidy.
- Walk marina arms to check all customers' boats are safe and secure.
- Ensure the marina does not host any unwanted hazards that could cause harm to people and to property.
- Assist customers into and out of berths etc.
- Assist in slipping of boats in & out of the water
- Assist Marina staff in daily repair and maintenance tasks
- Assist in the repair and maintenance of the club owned marina assets, including Wangim Walk
- Provide an efficient and clean fuel service to members and guests.
- Ensure all sales are recorded and calculated in accordance with the club's policy.
- Ensure customers receive a clean and efficient rubbish and recycling service.
- Assist in the berth allocations for casual and permanent customers.
- Assist in towing boats to and from the marina. This must be done in a professional manner to ensure damage to vessels does not occur.
- Provide rescue and fire-fighting service in conjunction with all marina staff.

- Provide customers with a complimentary trolley service, and ensure all trolleys are clean, in good working order and stacked neatly at the marina entrance.
- Record incident reports and complaints in hard copy.
- Conduct regular checks of safety equipment around the marina to ensure the equipment will work satisfactorily in an emergency.

Key Working Relationships:

Internal:

- Marina Manager
- Marina Assistant
- Accounts Assistant
- Sailing & Boating Manager

External:

- N/A

Reporting Relationships:

Reports/Responsible To;	• Marina Manager
Positions Reporting To This Position;	• None

Key Competencies

- Sound interpersonal and communication skills. Ability to work in and contribute to team performance
- Ability to work with diverse groups of stakeholders including staff, volunteers and members in addition to external stakeholders including, contractors.
- Demonstrated ability to use a computer including Microsoft email, word, and excel.
- General boating and rope splicing knowledge.

- Willingness to work weekends on a rotational roster basis.
- problem analysis and problem-solving
- customer service orientation
- adaptability and initiative

Our Club Values

- **UNITY**
Members will be unified by decision-making based on consensus and through open and regular communication.
- **RESPECT**
All members will listen to and acknowledge feedback, and treat each other as equal. We will all conduct ourselves by agreed standards, and be positive in our thoughts and actions.
- **ACCOUNTABILITY**
Members and staff will be responsible for their actions by following clear procedures, goals and guidelines.
- **PROGRESSIVE**
We will pursue an innovative and transformational path, ensuring that our decisions are informed and balanced.
- **OPEN**
We will be transparent in our decisions and communication to and amongst members. We embrace community involvement with the Club.
- **MARITIME SPIRIT**
Maritime Spirit We will respect and celebrate our traditions, yachting history and the maritime spirit and leave a legacy for future generations.