

GERRISH TOWNSHIP MARINA MANAGER

JOB DESCRIPTION

Reports to: Board of Trustees (refer to organizational chart for administrative board member)

Positions Supervised: Marina employees

Employment Status: Seasonal-hourly, non-exempt

Summary:

The Marina Manager is responsible for the operation of the entire Gerrish Township Park & Marina asset and business to ensure efficient and profitable operations, and maximizes the potential of the facility by performing the following duties personally or through marina seasonal employees. The Marina Manager reports directly to a designated Gerrish Township Board member.

Essential Duties and Responsibilities:

- Develops, implements and reports on the marina business including all marina operating budgets, marketing plans, customer service improvement programs, staffing plan, etc. Ensures effective control of revenues, expenses and operating results, written customer communications, takes corrective action to guarantee achievement of marina operating objectives
- Provides the Gerrish Township Board monthly reports on all marina business activities
- Implements and maintains systems and processes that effectively provide all marina customers, tenants and contractors with the highest level of professionalism and customer service. This includes ensuring all marina staff provide the best customer service possible
- Manages all employees effectively, and performs regular performance reviews and scheduled staff and safety meetings. Manages scheduling and coordination of work and work schedules. Monitors and signs marina employee time sheets, ensuring they are received in the Clerk's office in a timely manner. Ensures staffing is conducive to the needs of our customers.
- Ensures all property and assets are maintained, monitored and presented in a manner that is in keeping with exceptional customer service. Also ensures that the marina and park facilities are fully operational no later than the weekend prior to Memorial Day weekend, includes placing docks and hoists in proper location, grounds maintenance, ordering supplies and boat placement. Provides and coordinates dock removal in a timely matter.
- Ensures high levels of service and quality, accuracy and quantity of work loads of both staff and self. Leads by example and acts as team leader to marina staff, ensuring both work and dress standards are adhered to.
- Conforms to all marina policies and procedures, ensuring that all marina staff conduct their duties in the same manner.
- Collects fees for all services, including in/out services, transient rental, seasonal rental, fuel, concessions etc, consistent with the yearly fee schedule and ensures daily accounting and balancing in coordination with Township standards.

- Refers to Township Board for recommendation and all human resource matters, including but not limited to, employee satisfaction, discipline, hiring and termination. Coordinates marina employee counseling and training with Township Board and ensures proper documentation.
- Coordinate and participate in annual safety and equipment training, documenting and reporting to Township Board. Maintains current knowledge of MIOSHA, OSHA, DEQ, DNR and NOSH standards as applicable.
- Supervises and manages the effective recording of all sales and collection of revenues to ensure accurate and complete recording of all financial information.
- Programs and uses cash register and credit card equipment in a manner that ensures proper recordkeeping and upkeep; issues receipts for all transactions.
- Coordinates and ensures that fuel is in stock and deliveries are scheduled based on increased demands. Complies with NFPA Chapter 28 standards concerning Marinas, Boatyards, Marine Terminals, Piers and Wharves.
- Works within budget to provide services. Orders concession items based on budget and maintains an accurate inventory. Works with Clerk to ensure timely payment of invoices through Township accounts payable.
- Ensures completion of up to date, signed boat slip agreements and marina registrations by every seasonal boater, keeping records of name, address, boat, boat size, boat name and telephone numbers.
- In compliance with OSHA, NIOSH and MIOSHA standards, maintains the safety of all boaters, staff, visitors and equipment. Reports any injuries to the Township OSHA coordinator. Complies with all DEQ and DNR required for environmental concerns. Maintains certification and/or continuing education as applicable to safety and environment.
- Oversees boat placement and scheduling of seasonal and transient slips and boats, in accordance with State of Michigan grant requirements and Township Board directives.
- Prepares and provides to the Treasurer and Clerk weekly cash deposits accompanied by appropriate cash register and credit card tapes.
- Responsibilities include hiring processes and interviews, recommending candidates for hire or termination of employees to the Township Board as required. Shall train employees, plan, assign, direct work, appraise performance; reward and appropriately discipline employees as needed. Shall address complaints and resolve problems appropriately in a timely fashion.
- Takes, maintains and reports daily accurate fuel records, reading from the fuel pump and tanks and physical inspection as needed. Ensures fuel tanks are serviced on a regular basis and coordinates both beginning and ending of season maintenance.
- Ability to gain a thorough understanding of fuel pumping and safety standards
- Other duties may be assigned

Requirements:

High School Diploma or GED equivalency required. Management experience and marina operations is a plus

- Valid Michigan's driver's license,

- Ability to work outdoors during all weather conditions, and frequent lifting of equipment weighing minimum 40 pounds to waist - high level; ability to climb, stoop and bend 85% of the time; also requires manual dexterity to operate equipment.
- Employment is subject to a suitable criminal background check, satisfactory drug testing and drivers license record review.
- Good verbal communication skills and interpersonal skills, including the ability to read and understand labels and directions. Ability to work closely with a team.
- Ability to work a varying shift that includes mornings, weekends and holidays. Accessible to marina staff when not on duty.
- Is regularly required to stand; walk, reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl

Computer Skills:

Word/Excel, social media posting and website maintenance.

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.

- Is regularly exposed to outdoor weather conditions, including wearing waders to assist with dock installation in May, and dock removal in October.
- Is frequently exposed to work near moving mechanical parts.
- Work near or around recreation fuel (gasoline) or caustic chemicals while wearing proper personal protection equipment and following strict company safety standards.
- The noise level in the work environment is usually moderate.

The above is intended to describe the general content of and requirements for the performance of the position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements for the position.

Approved at a special meeting-Work Session held March 7, 2019