

JOB DESCRIPTION

TITLE: **Marina Attendant – Full-Time/Casual**

LOCATION: Sydney Superyacht Marina, Rozelle Bay



1. Purpose of position

Provide a high level of pro-active, friendly customer service to meet the requirements of boat owners, crews and on-site tenants

To operate a safe, efficient and profitable marina facility for all users; including the general public, employees and outside contractors.

2. Environment

The Sydney Superyacht Marina (SSM) is located within Rozelle Bay, surrounded by high density local "Inner West" suburbs. The foreshore area is designated to become a lively promenade connecting open spaces around "the Bay's Precinct" for recreational purposes. Rozelle Bay is historically part of a working harbour catering for recreational vessels and commercial vessels. As part of the areas' revitalisation program, authorities including Urban Growth have outlined certain conditions that the Marina will need to adhere to - or incorporate in our day-to-day marina operations.

The environment and water quality are precious resources that must be protected and enhanced where possible. Our work practices (and those of contractors on-site) should have no adverse impact on the water quality, or cause nuisance to others – including residents living nearby.

The Rozelle Bay precinct has the potential to become Sydney's next boating destination; a recognised destination for all marine related services. This can be achieved by working closely together with our neighbours, the Authorities, advocacy groups, and delivery of excellent services to our existing berthing clients to further build on our reputation as *Premier Marina* location for Superyachts.

3. Organisational structure

1) Reports to:

- Marina manager / Marina Attendant Supervisor

2) Provides information to:

- Assistant Accountant / Front Office / Co-workers

3) Works with:

- Marina Attendants / Marina Concierge / other casuals / outside contractors

4. Organisational context of the position

The Sydney Superyacht Marina is a facility that operates in an environment where a 5-star "hospitality" experience is expected for local and international visiting vessels.

Meeting these expectations will be key for the financial success of the company, and therefore key to the success of the team.

The marina, and the broader Superyacht Industry Association, is also a key figure in promoting Australia as an ideal cruising destination for international vessels. This strategy is aimed at increasing the interest from International Superyachts in the opportunities that Australia, and in particular the East Coast of Australia, offers as a secure and interesting alternative to the traditional destinations such as the Mediterranean and the Antilles.

Boat owner's lives often involve high levels of work stress and many use their vessel to reward themselves and escape such stress. When deciding on the right location for their vessels, owners and captains subconsciously seek confirmation of a number of key motivators. In order to be successful, the business must adopt these "motivators" in our brand promise and our business principles. They also need to be communicated back to the customer in all our communications and marketing material. Key motivators can be summarised as: *partnership, assistance and quick response, willingness and enthusiasm, protection and trust, diplomacy, recognition and appreciation, peace of mind/ reassurance, pro-activity, working towards a long-term solution, accommodating, fairness and advocacy.*

The role as Marina Attendant (casual or full time) is to ensure that our permanent clients and international / interstate visiting vessels are provided with the highest level of professionalism and service that is reasonably expected at a Superyacht facility. This requires the entire team to work cohesively together and display willingness and enthusiasm to provide service despite the stress and challenges that such a job may present from time to time.

5. Duties and responsibilities

A. **Customer Service**

The position is responsible for taking the initiative to provide a professional and courteous service that is often the initial contact for customers of the marina. Responds to requests for dock-side assistance from boat owners and their nominated crews. After hour service may be requested by boat owners and professional crews returning to the marina. Notifies the Supervisor or manager as soon as he/she becomes aware of a customer concern/complaint/feedback so that the supervisor or manager can resolve problems "on the spot" in a calm and non-confrontational manner and within defined limits showing diplomacy and fairness.

International and interstate visitors may require assistance and advice on local services, customs & immigration, information on local weather forecast and boating knowledge. Customer Service will be face-to-face or by phone. The Marina Attendant will act, self-initiated or as instructed, to safeguard all vessels at the marina and our external sites. The Marina Attendant will respect the privacy of clients and will not board any vessels unless invited or for practical operational reasons assisting with lines or to safeguard the vessel.

Maintains a constant vigilance towards the security of the customer's vessels.

Customer Service is extended to the general public who visit our facility, with special attention for young children, those with a disability / impairment and the elderly. As part of the service & image expectations by our clients, SSM issues staff with quality uniforms and requires individuals to maintain their uniforms and personal presentation to meet these high expectations.

B. **Marina**

The Marina Attendant conducts the ordinary tasks such as the marina daily inspection, berth (and mooring) occupancy, carries out general repairs & maintenance and cleaning (routine R&M and cleaning as well as indicated on daily/weekly job lists). Assists with preparing the berth for new arrivals by preparing the berth, berthing lines and fenders, shore power connections etc, focussing on individual requirements as well as maximising the berthing opportunities and thereby maximising revenue.

Launch and retrieve trailer boats using a boat trailer or forklift.

Ensures that mooring apparatus is in good condition, that shore power pedestals are clean and in good working order and that sewer pump-out hoses and fittings are maintained clean and tidy. Operates the workboat in a competent and safe manner and ensures the work boats are clean and maintained to the highest standards. Ensures that the workshop is tidy and offers a safe work place for all users.

C. Cleaning

Keeps the entire facility clean and tidy, including bathrooms, grounds & gardens, workshop & recycling area. Recycling is provided on the marina and customers should be encouraged to recycle through education and clear communications. Contractors can be engaged to take care of certain aspects following consultation with the Supervisor or Marina Manager.

D. Health & Safety and environment.

All positions within SSM require a good understanding of Health & Safety principles and Duty of Care responsibilities in general and as set-out in the Company's Workplace Environment Health & Safety Manual. On-line training and printed manuals form the basis of our documented safety procedures.

All incidents are to be reported to the Marina Manager or Supervisor immediately. The Marina Attendant works closely together with the Supervisor and Marina Manager to ensure that Risks are identified, assessed, and controlled – this requires a formal, documented inspection at least monthly. The Marina Attendant will act to motivate others (contractors, visitors, and crews) and adopt a positive and pro-active attitude towards safe work practices and will address when he/she becomes aware of an unsafe work situation or procedure. He/she will actively participate in regular team meetings ("toolbox meetings") where OHS and operational issues can be discussed and comply with Company policies and procedures.

The Marina Attendant will always act to protect the environment and adopt measures that are aimed at reducing the risk of environmental harm or nuisance to others in consultation with the Marina Manager and Supervisor.

E. Reporting

The Marina Attendant keeps track of vessel movements, including after hour requests for berthing assistance and communicates these requests to the appropriate team members to ensure that the request is acknowledged. Utilises the appropriate forms to record vessel movements. Take notes of conversations / requests and/or promises following customer contact so that they can be filed and used to tailor our services to the future needs of individual clients. Communicate in a timely manner with the Supervisor or Marina Manager so that he or she is aware of progress on jobs and any other issues and to provide reports as required.

Keeps track of utility usage, performs weekly utility meter readings and presents those reading to the accounts department for invoicing.

Actively participates in regular safety talks or team meetings.

F. Team Performance

The Marina Attendant acts at all times to contribute to a positive ethos and genuine motivation so that each individual's skills are maintained and developed. Conducts induction training for new and junior team members. Assesses the need for casual labour on a day to day basis anticipating workloads, vessel movements and weather forecasts, and pro-actively suggests efficiencies to achieve further time & cost saving opportunities

6. Required Key Skills and Experiences

- Current NSW boat licence, or obtain such licence within 4 weeks of commencement
- Current High Risk Work Licence to operate a fork lift, or obtain such licence within 8 weeks of commencement
- Current NSW Drivers licence, Class C (not a Learner's or Provisional licence)
- Current Senior First Aid certificate, or obtain such certificate within 2 weeks of commencement
- Ability to swim at least 50 meters, (in shorts and T-shirt)
- Good health and an appropriate level of fitness to deal with a physical demanding job in an outdoor environment
- Experience in hospitality / service industry, light maintenance and boat handling.

7. Core competencies

Commercial focus

- Continually consider the impact of their work on operating efficiencies and the future of the business
- The ability to manoeuvre within an ethical framework to gain financial advantage for the company

Team Building

- Readily adopt to effective working relationships with other people
- Establish common objectives amongst team members
- Put group recognition above personal gain
- Develop an atmosphere where participants feel confident and supported
- Encourage conflict resolution within the Group

Achievement drive

- Identify goals
- Develop a strategy to achieve these goals
- Display considerable determination to achieve agreed goals
- Display personal ambition without eliminating the ambitions of others
- Recognise personal short falls and work towards self-improvement

Authoritativeness

- Display the capacity to understand situations and make decisions, or refer the situation to your manager for advice and discussion
- Be objective rather than emotional in communications and decision making
- Take responsibility for decisions made and or actions taken
- Act in the best interest of the company by displaying fairness and diplomacy

Communication, Negotiation and Persuasion

- Presents good communication skills, both written and verbal
- Present convincing solutions
- Ability to influence others' opinions
- Listen to information from others and see a different angle / approach
- Be flexible in your approach to an issue, and accept the fact if your preferred opinion turns out unsuccessful / incorrect (keep an open mind for alternative approaches)
- Research and validate your information to support your opinion / decision
- Keep your manager informed of discussions and actions