NEW BEDFORD HARBOR DEVELOPMENT COMMISSION March 9, 2016

POSITION DESCRIPTION
TITLE: DOCK ATTENDANT
REPORTS TO: DOCKMASTER
COMPENSATION: HOURLY, SEASONAL
Season is from May to October

1. Function: Responsible for the safe mooring of vessels, general operation of the docks, assisting boaters, and maintaining a clean environment throughout the marina, parking lot and harbor. Primary areas of responsibility are maintenance, safety, customer service, cleaning, facility support and opening and closing duties.

2. Specific Duties:
   a. Maintain facility grounds and buildings including marina slips, docks, restrooms, parking lot and park area
   b. Provide marina customers with dockside assistance
   c. Provide highest level of customer service
   d. Monitor VHF radio for vessel needs
   e. Conduct pump-out operations from marina facility
   f. Report discrepancies, problems, recommendations and needed maintenance to Dockmaster
   g. Build a strong rapport with marina patrons
   h. Report security issues to proper authority
   i. Must be available to work a flexible schedule including evenings, weekends and holidays
   j. Assist with office support as needed including answering phones, scheduling transient boater reservations and processing payments
   k. Supplement HDC staff for HDC and Harbor events
   l. Must wear uniforms as provided
   m. Perform other duties as assigned

3. Skills & Knowledge:
   a. Exceptional customer service skills
   b. Boating knowledge and or experience
   c. Ability to operate a VHF radio
   d. Basic operation of office machines
   e. Basic mechanical ability
   f. Ability to work constructively and positively with fellow employees
   g. Ability to multi task
   h. Ability to work independently and proactively on daily, recurring tasks
   i. Display acceptable attendance and punctuality

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Instructions for Applicants

Applicants should send a completed Application for Employment available at Pope's Island Marina or at www.portofnewbedford.org to:

Pope's Island Marina
102 Pope's Island
New Bedford, MA 02740

Interviews, reference checks and job related tests may be required. The position will remain open until filled. A CORI (Criminal Offender Record Investigation) review and a drug test will be conducted prior to selection. The HDC is an Equal Opportunity/Affirmative Action Employer.