

**JOB TITLE: DOCKMASTER I**

**JOB GROUPING: 9-445A**

**Location: Chicago**

**Job Status: Non-exempt /Seasonal**

**Department: Harbors**

**JOB SUMMARY**

Under the supervision of the Marina Manger, provides immediate assistance to customers arriving at the docks and performs a range of customer service duties in a safe, courteous, efficient and professional manner. The Dockmaster will be mainly responsible for the operations directly associated with the boating customers. This person must be able to exhibit the flexibility required to handle all parts of the Marina Office, assist the Marina Manager as needed, and takes the supervisory role in absence of the manager. The Dockmaster is responsible for the compilation and reporting of all facets of the Marina.

**DUTIES AND RESPONSIBILITIES**

- Assists other Dockmasters' in marina related duties such as securing boats to docks and ensuring safety of others at the facility.
- Insures that work assignments disbursed are accomplished.
- Perform administrative duties (i.e., correspondence, messages, memos, telephone contacts, etc.) for Marina Manager.
- Provides support, setup and maintenance of all wet slip account files using the Company's "FSM" proprietary software program.
- Trains other harbor personnel
- Provides appropriate assistance to customers, vendors, officials and staff.
- Routinely inspects and ensures above average appearance of facility.
- Communicates with customers and potential customers and guests in a professional manner at all times. Helps resolves customer disputes in a manner consistent with Westrec philosophy and policy. Refers all disputes outside scope of abilities to Marina Manager.
- May be required to perform other related duties as assigned.

**QUALIFICATIONS**

**TRAINING AND EXPERIENCE:**

A minimum of 2,000 hours of work experience. Dock attendant work experience preferred. General boat knowledge, handling and terminology a plus. Candidates with previous customer service employment experience are preferred.

**EDUCATION:**

High School Diploma or equivalent.

**SKILLS AND ABILITIES**

Exceptional customer service skills is a must. Ability to swim. Ability to communicate effectively with staff and the public in a professional manner. Must have the ability to work outside in all weather conditions. Candidate must be able to work with little supervision. Knowledge of Harbor Regulations. Basic knowledge in "need help securing boat" calls. Ability to learn Company's FSM proprietary software program. Ability to work varied hours/days, including nights, weekends and holidays as required.