

Job Title: Dock Hand - Compass Boat Club

Overview: As a Dock Hand at Compass Boat Club, you will play a vital role in ensuring the smooth operation of our boating facilities. This position is ideal for individuals who are passionate about boating, enjoy working outdoors, and take pride in delivering exceptional customer service. As a Dock Hand, you will be responsible for maintaining the docks, assisting members with boat preparations, and contributing to the overall positive experience of our club members.

Responsibilities:

1. Dock Operations:

- Ensure the safe and efficient operation of the boat docks.
- Assist with the docking and undocking of boats, ensuring proper procedures are followed.
- Monitor and maintain cleanliness and orderliness of the dock area.

2. Member Assistance:

- Greet members as they arrive at the docks and provide assistance with loading and unloading personal items onto boats.
- Conduct pre-departure checks on boats, ensuring they are clean, fueled, and properly equipped for member use.
- Offer guidance on basic boat operation and safety procedures to members as needed.

3. Boat Maintenance:

- Perform routine maintenance tasks on boats, including cleaning, fueling, and minor repairs.
- Report any issues or damage to the Operations Manager for prompt resolution.
- Collaborate with the maintenance team to ensure boats are in optimal condition.

4. Customer Service:

- Provide friendly and professional customer service to club members.
- Address member inquiries and concerns promptly and courteously.
- Assist in organizing member events and activities on the docks.

5. Safety and Compliance:

- Enforce safety regulations and guidelines on the docks.
- Monitor weather conditions and provide guidance to members regarding safe boating practices.
- Ensure compliance with all relevant boating and safety regulations.

6. Team Collaboration:

- Work collaboratively with other Dock Hands, Operations staff, and Membership Director to ensure a seamless member experience.
- Assist in training new Dock Hands as needed.

Qualifications:

- High school diploma or equivalent.
- Boating experience and knowledge of basic boat handling and safety protocols.
- Strong customer service and communication skills.
- Ability to work outdoors in varying weather conditions.
- Physical fitness and ability to lift up to 50 pounds.
- Basic mechanical aptitude for minor boat maintenance tasks.
- Availability for flexible working hours, including weekends and holidays.

Benefits:

- Competitive hourly wage.
- Training and development opportunities in the boating industry.
- Employee discounts on club memberships.
- Opportunity for advancement within the company.

If you have a passion for boating, excellent customer service skills, and enjoy working in an outdoor environment, we invite you to apply for the position of Dock Hand at Compass Boat Club. Join us in providing a carefree and enjoyable boating experience for our members.

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