

# Marina Manager

**Direct Supervisor:** Director of Public Works  
**Department:** Department of Public Works - Marina  
**Version Date:** November 2023  
**Salary Grade:** 15  
**FLSA Status:** Exempt  
**FTE:** Full Time



## Position Summary:

Under the direction of the Director of Public Works, this position directs, supervises and is responsible for the daily operation and maintenance of the Harbor Centre Marina, assuring that the programmatic and maintenance objectives are accomplished by coordinating the work of other marina personnel, adhering to City, State and Federal rules and regulations, and providing a high level of customer service; Responsible for seasonal and daily docking reservations; Responsible for gasoline sales. Work involves the responsibility for the leasing and renting of boat space, collection of lease/rental fees, enforcing marina rules and assisting boat owners with proper boat handling, mooring, or other assigned marine related functions within the City facilities.

## Essential Responsibilities:

- Develops and implements annual marina, budget, business plan including all marina operating budgets, marketing plans, including special events, staffing plans, etc. Develops strategic marketing and sales initiatives to ensure business growth and community awareness.
- Ensures effective control of revenues and expenditures and operating results and takes corrective action to guarantee achievement of Marina goals and objectives.
- Develop and implement work schedules; supervises the activities of personnel engaged in carrying-out Marina objectives, policies, procedures, rules, and regulations; manages all employees effectively and in accordance with established Human Resource policies, performs regular performance reviews and holds regular staff meetings.
- Manages and supervises subordinates; responsible for the overall direction, coordination and evaluation of employees; conducts training of employees; plans, organizes and coordinates work activities and schedules to improve services.
- Responsibilities include, interviewing, hiring, and training employees; planning assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing and resolving problems.
- Inspection of marina facilities; ensure that the maintenance and repairs are completed properly.
- Acts as a liaison between the City Council and Marina customers; attends Common Council meetings as required, provides monthly reports and requested updates; coordinates special events and activities with other City Departments.
- Ensures that marina facilities safety, maintenance and custodial needs are performed.
- Provide a high level of customer service to marina tenants and the public by providing information on services and events available in marina and throughout the community.

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- Become proficient at using our various systems, including dockside transaction processing, reservations, fleet management, inventory management and more.
- Receive money, perform daily sales reconciliations.
- Works with Finance Department to ensure timely invoices through City accounts payable.
- Responsible for overseeing the fish cleaning stations, public launch ramps operation and parking;
- Responsible for assigning transient or daily moorage;
- Coordinates Marina activities within the established budget, working to provide services, eliminate delays, order supplies, or equipment required or to improve services.
- Participates in and promotes highly visible public relations and safety awareness activities at the marina;
- Operates and maintains marina equipment as needed, such as small water craft, pump-outs, lawn mowers, fuel dock, etc.;
- Maintains proper records as required including, but not limited to weekly, monthly and annual sales reports, opening and closing inventory, list of seasonal boaters with name and payment information, list of transient boaters, list of seasonal pass holders, pass numbers, year and reconciliation

## **Qualifications & Skills:**

- Valid Driver's License.
- Three (3) years of previous experience in marina management preferred.
- Associate's Degree and/or five (5) years of equivalent training or experience in Business Management, Hospitality and/or Asset Management in any combination that provides the desired knowledge, skills and abilities is preferred.
- Ability to operate boats and marine fueling system.
- Exceptional customer service skills.
- Regular attendance.
- Strong interpersonal, communication and organizational skills and a strong sense of responsibility and initiative.
- Ability to plan, organize, assign, supervise, and inspect the work of subordinates.
- Ability to communicate effectively in both written and verbal form with a variety of city personnel and members of the public, and to maintain effective working relationships with other staff, contractors, and participants
- Knowledge of the proper uses and techniques for using materials, equipment and power and hand tools for ground maintenance, repair, construction and other departmental activities.
- Ability to work independently in a fast-paced environment with frequent interruptions.
- Knowledge of principles and objectives of municipal marina management and operation laws, ordinances, rules and regulations;
- Knowledge of methods, practices and equipment used in marina maintenance services and activities;
- Skill and ability in maintaining records and preparing and presenting reports;
- Ability to work a varying shift that includes mornings, weekends, and holidays. Accessible to marina staff when not on duty.
- Ability to coordinate and participate in a full range of marina operations, maintenance and repair services and activities;

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## Post Job Offer Requirements:

Job offers for this position are contingent on the individual passing a pre-employment drug screen and background check.

## Work Environment:

The work environment and physical demands 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 qualified individuals with disabilities to perform the essential functions. Ability to work outdoors in all weather conditions.

Above average physical strength and stamina are required while performing the duties of this job. The employee is regularly required to stand, walk, bend, and handle materials which may range from 50 -75 pounds for limited periods. This work also requires lifting, standing, walking and reaching for long sustained periods.

Also required is the ability to perform tasks related to motions of the hands, legs, and back. The employee frequently is required to work outdoors in all climatic conditions and will experience some exposure to definitely disagreeable features requiring the appropriate use of Personal Protective Equipment (PPE). The employee is occasionally required to work evenings and long hours and be able to respond to call-ins after normal hours.

## Department Summary:

The Department of Public Works is responsible for providing quality infrastructure that conveys safe, efficient delivery of essential goods and services, providing clean and beautiful public spaces that maximize the natural environment to enhance the overall quality of life and delivers professional quality public service with a friendly and welcoming atmosphere.

## Acknowledgement:

The job description includes the essential responsibilities of the position and is not to be construed as all-inclusive. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific essential responsibilities does not exclude them from the position if the work is similar, related, or is 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.

My signature below is both an acknowledgement of my understanding of the job description for this position, as well as my commitment to uphold and promote the mission, vision, and core values of the City of Sheboygan, and work to fulfill the six values of the City's Strategic Plan.

Employee Name: \_\_\_\_\_ Employee Number: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_