

Assistant Marina Services Supervisor

Caroline Bay is seeking an Assistant Marina Services Supervisor who will assist the Marina Supervisor in the overall day-to-day operations of all aspects of the Marina so as to ensure efficient operations and a high service level at Caroline Bay Marina. This is a permanent, full time position and reports to the Marina Supervisor. The successful applicant must have the ability to work some evenings, weekends and some public holidays as the business requires and for special events

Job Description & Duties:

- Assist the Marina Supervisor with provision of the highest levels of personalized customer service to all Marina guests by proactively anticipating and exceeding the expectations of the guests; maintaining a high level of communication at all times
- Maintain database of berth renter's details and updated contracts, invoices and reservation requests for berth rentals and service vendors, performing additional general administrative tasks as required
- Provide guests with Concierge Services as needed
- Assist the Marina Supervisor by regularly inspecting the Marina to ensure facilities, equipment, and grounds are adequately maintained, cleaned, safe and ready for use and that all vessels are secure; reporting issues to the Marina Supervisor; execute corrective tasks as appropriate or as directed
- Assist the Marina Supervisor on the docks throughout the day by helping boat owners, captains and crew, with dock lines and safe operations of vessels
- Provide electrical readings, incident and injury reports
- Partner with the Marina Supervisor to maintain and follow Marina guidelines, ensuring that all routines, systems, and check-lists are properly maintained and executed
- Facilitate rope handling, knots and securing of vessels and operation of the R.I.B.
- Provide back-up coverage for the Marina Supervisor, learning all aspects of Marina management procedures, regulations and standards and stand-in for other members of staff to the best of his/her ability as necessary
- Support Caroline Bay with other related ad hoc responsibilities as they arise

Qualifications, Skills and Experience:

- High school diploma required
- Minimum 3 years of previous marina operations experience with the ability to tie various knots and secure lines
- Ability to operate a boat/marine vessel and a VHF radio
- Proficient swimmer, first aid and CPR certification preferred
- Experience in luxury customer service preferably within hospitality
- Ability to carry heavy loads up to 70 pounds and complete manual labor including the unlimited or unimpaired ability to walk, bend, stoop, climb and work safely around water, on a ladder or in confined spaces
- Ability to withstand temperature extremes and inclement outdoor weather, stand for full work day and climb steps regularly
- Hold a valid Bermuda Driver's License with no demerits and have experience driving boats
- Fluent in speaking, reading and writing the English language and have strong interpersonal verbal and written communication skills
- Computer proficiency with the ability to utilize MS Word, Excel, and Outlook
- Detail orientated, thorough and organized

Caroline Bay maintains a drug-free work environment and reserves the right to perform pre-employment criminal background checks and random drug tests.

Interested applicants should apply in writing and submit two professional written references to:

Ontru: Human Resources – Caroline Bay
20 Church Street, 2nd Floor, Suite 205, Hamilton, HM 11
Or email hr@ontru.bm

All applications must be received no later than: September 11, 2018