

## Dockmaster Job Description

### Overview:

From April through October, Sail Sand Point makes our fleet of sailboats, kayaks and SUPs available to the community through our boat rental program known as Open Boating. At a minimal cost, paddlers and sailors who pass the Skills Proficiency Test can use various boats from the fleet under the supervision of the Open Boating staff. In the spring and fall, Open Boating operates four to five days a week including weekends and then increases to 7 days a week from Memorial Day weekend through Labor Day. Dockmasters regularly work both weekend days as well as 2-3 afternoon/evening shifts during the week.

The Dockmaster is one of the most important roles at Sail Sand Point because they are often the first point of contact with new constituents. Candidates must be able to provide excellent customer service in an often fast paced environment to greet new and returning participants and manage all paperwork, transactions, and certifications for Open Boating. They work with an on duty Open Boating Instructor to manage use of the fleet, sell passes and punch cards, and ensure that participants are respecting SSP's rules and policies. Their work should be in keeping with US Sailing's motto of 'Safety, Fun, and Learning.'

**Reports to:** Adult Program Director, Open Boating Manager

**Classification:** Seasonal, part-time or full-time position; (note: hours for this position are weeknights and weekends)

**Dates of Employment:** Flexible start date between April 13-May 26; flexible end date between September 2-October 30

**Compensation:** \$15.00/hour - \$16.00/hour DOE

### Prerequisite Skills:

- Strong customer service experience, especially in a fast-paced environment
- Ability to communicate clearly and work collaboratively
- Strong multitasker and detail oriented
- Knowledge of safe boating practices and sailing experience preferred but not required
- Experience with a POS system/experience handling cash, credit, and check transactions preferred
- Current CPR/First-Aid certification
- CDC "Head's Up" online concussion training
- Safety certifications such as US Sailing Level 1 Instructor or Lifeguard training are preferred but not required

### Essential Job Functions:

- Work closely with Open Boating Instructors to facilitate skills tests and to keep everyone on the water safe
- Understand, enforce, and clearly explain, Open Boating rules and policies
- Maintain a thorough understanding of our organization and all our programs and events and advocate them
- Execute the outlined open and/or close procedures prior to/after each day of Open Boating
- Answer questions about Open Boating and SSP's other programs, both in person and on the phone
- Manage sales of Open Boating passes as well as the sales of candy, soda, and ice cream
- Manage the Open Boating data system, collect all required paperwork, and record all boat usages
- Record and report any injuries or damage to equipment
- Work to maintain a professional, organized and clean workspace

Offers of employment are contingent on passing a criminal background check. Job descriptions are intended to present a descriptive list of the range of duties performed by employees in the position and are not intended to reflect all duties performed with the job.

To apply send a resume and cover letter to [jobs@sailsandpoint.org](mailto:jobs@sailsandpoint.org) ; please include your availability details.

Sail Sand Point is an equal opportunity employer who believes every employee has the right to work in surroundings that are free from all forms of unlawful discrimination. Sail Sand Point does not tolerate any unlawful discrimination or harassment.