



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
MARINA ATTENDANT
(LEEWARD MARINA)
PARKS, RECREATION, AND TOURISM Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for performing administrative and operational functions in support of the marina. Reports to the Dockmaster.

ESSENTIAL JOB FUNCTIONS

Performs basic maintenance of the marina facilities to include the tightening bolts, installing deck boards, changing light bulbs and painting; may perform or assists with more complex repairs such as rewiring telephone lines, installing water pipes, and repairing broken faucets. Monitors marina and boats for problems and safety hazards; notifies appropriate party of hazard. Dispenses fuel and completes sewage pump-outs. Collects various fees such as sales and leases.

Interacts with the public and others outside the work unit to obtain and provide information and assistance in a variety of circumstances; screens and responds to inquiries and complaints; provides information on policies and procedures.

Receives and logs payments as necessary.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Marina Operations - Basic knowledge of the ordinances, policies and procedures affecting marina operations. Basic knowledge of boating operations and activities.
- Customer Service - Knowledge of principles and processes for providing customer services.
- Safety - Knowledge of occupational hazards, safety precautions, and safety regulations related to boating, marina, navigation and water safety as well as other work related precautions.

REQUIRED SKILLS

- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees at all levels, representatives from all departments, and outside agencies.
- **Time Management** - Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

REQUIRED ABILITIES

- **Judgement/Decision Making** - Ability to use logic and reasoning to understand, analyze, and evaluate situations and exercise good judgment to make appropriate decisions.
- **Communication** - Excellent ability to communicate complex ideas and proposals effectively so others will understand. Excellent ability to listen and understand information and ideas presented verbally or in writing.
- **Mathematics** - Ability to perform basic arithmetic applications.

EDUCATION AND EXPERIENCE

Must be 18 years-old and have 6 months of customer service or related work experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local, state and sex offender criminal history check.

This position requires pre-employment medical evaluation.

PHYSICAL REQUIREMENTS

- Tasks require the regular and, at times, sustained performance of moderately physically demanding work.
- Some combination of climbing and balancing to include climbing ladders, stooping, kneeling, crouching, and crawling.
- May involve the lifting, carrying, pushing, and/or pulling of moderately heavy objects and materials (20-50 pounds).

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds, depth, textures, and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dust, pollen, odors, temperature and weather extremes, hazardous materials, fumes, machinery, electric currents, traffic hazards, or water hazards.