

MARINE ASSISTANT

Job Description

FALMOUTH
HAVEN



FALMOUTH
HARBOUR

UK's Atlantic gateway.

Overall Purpose
Ensuring that leisure facilities, including Boat Park, Marina, Small Craft Moorings, Quays and Fuel Barge are operated efficiently and all payments are collected from facility users as required. Working with all harbour staff to ensure there is a safe and welcoming environment for customers.
Main Responsibilities
<ul style="list-style-type: none">• Responsible for serving customers on Falmouth Haven facilities and main reception as detailed.• Responsible for ensuring facilities remain safe for use during shift, responding to and reporting accidents and incidents.• Responsible for operating facilities in accordance with FH procedures.• Responsible for ensuring that waste management procedures are complied with.• Responsible for handling financial transactions when on shift in accordance with FH procedures.
Main Duties
<ul style="list-style-type: none">• Attend facilities/reception as required. Engage with customers and receive payments.• Undertake regular inspections of facilities as required. Complete checklists and report defects as a priority.• Welcome customers and assist with information. Communicate any restrictions on use of facilities that may affect them.• Ensure that recycling area is kept tidy and waste separated as required. Monitor waste collections.• Collect payments for facility use. Complete transaction and records in accordance with FH procedures.• Take bookings for black water pump out facility and facilitate use of pump out for customers.
Detailed Duties
<ul style="list-style-type: none">○ Attend facilities/reception as required. Engage with customers and receive payments.<ul style="list-style-type: none">• Assist customers and receive monies from facility users• Regularly check facilities to ensure that they are operating to the required standard• Communicate efficiently with customers using various methods including face to face discussions, VHF radio, email and telephone.○ Undertake regular inspections of facilities as required. Complete checklists and report defects as a priority.<ul style="list-style-type: none">• Conduct daily facility checks and complete records for submission to Facilities Supervisor

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- Immediately report urgent health and safety defects to Facilities Supervisor.
- Ensure facilities are kept clean and tidy.
- Advise customers of safe practices and provide information as required.
- Complete incident reports for any incidents on FH facilities and submit promptly to Facilities Supervisor
- Welcome customers and assist with information. Communicate any restrictions on use of facilities that may affect them.
 - Welcome customers on arrival and assist them as required
 - Accurately enter customer, vessel and facility use information on front end software
 - Empty car park pay and display machines on a daily basis
 - Dispense fuel to customers following procedures
 - Assist with fuel deliveries as required
 - Collect monies from customers at anchor or on visitor moorings using Falmouth Haven launch
- Ensure that recycling area is kept tidy and waste separated as required. Monitor waste collections.
 - Check and tidy refuse and recycling facilities regularly.
 - Notify Facilities Supervisor if refuse facilities are full
 - Complete environmental incident reports as required
- Collect payments for facility use. Complete transactions and records in accordance with FH procedures
 - Collect monies from facility users and accurately enter transaction details into front end software
 - Produce reports at the end of shift to tally with monies received and store in safe
 - Leave accurate float ready for next shift.
- Take bookings for black water pump out facility and facilitate use of pump out for customers.
 - Take bookings as per procedure
 - Operate pump out facility safely as per procedure and take payment, where required

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Line of Accountability
<pre> graph TD GM([Falmouth Haven General Manager]) --> OM([Falmouth Haven Operations Manager]) GM --> AAM([Falmouth Haven Accounts & Admin Manager]) OM --> FS([Falmouth Haven Facilities Supervisor]) FS --> MA([Falmouth Haven Marine Assistant]) AAM --> MA </pre>
Main contacts externally
Customers – verbal/email/VHF/telephone Contractors – verbal/email/telephone
Most important decisions that have to be taken without reference to others
Handling customer issues on a day-to-day basis. Prioritising workload relating to level of activity on facilities, weather etc.
Describe typical problems in the job
Resolving customer issues and complaints, ensuring high standards of customer service, health & safety issues.
Describe any staff management role
N/A
What spending authority does this role have – define spending guidelines
N/A
Describe any Health and Safety / Environmental responsibilities
Responsible for undertaking regular inspections across all Falmouth Haven facilities and reporting defects as a priority.

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Level of technical knowledge and type of experience needed to do the job with examples of how / when used

Knowledge of admin processes to ensure record keeping is kept to a high standard. Knowledge of customer service used to deal with customers and members of the public professionally. Knowledge of boat handling used to carry out on the water activities. Knowledge of IT skills to ensure that front end system is effectively used.

Qualifications <i>(Evaluate on C)</i>	Recruitment	Competent	Advanced
VHF		✓	
First Aid		✓	
RYA Level 2 Powerboat		✓	

Experience / skills required <i>(Knowledge of, Thorough, Extensive)</i>	Recruitment			Competent			Advanced		
	K	T	E	K	T	E	K	T	E
Administration skills	✓				✓			✓	
Customer Service		✓			✓			✓	
IT skills	✓				✓			✓	
Boat Handling	✓				✓			✓	

Notes:

This Job Description is a controlled document; any proposed amendments will be captured during appraisal and incorporated subject to the approval to the Chief Executive.

This Job Description is not intended to be an exhaustive list of responsibilities, and duties. The Chief Executive reserves the right to require the post-holder to undertake such other tasks, duties or training as may be appropriate to the post-holder's status and experience.

This Job Description will be reviewed at appraisal and may be amended from time to time as a result of either these reviews or a wider re-organisation.

Although this Job Description provides an outline of key tasks, all staff are expected to be flexible and assist, when necessary, other members of staff in their tasks and be prepared, on occasion, to work in other departments to enable the company to operate efficiently.