

## **Job Description: Dockhand II**

**Department: Marina Services**

**Classification: N/A**

**FLSA Status: Non-Exempt**

**Last Revised: July 2015**



**The Landings Association**

### **Summary**

This position performs a variety of tasks in support of boaters and residents of The Landings. Incumbents have a dual responsibility for typical dockhand duties as well as operation of a forklift to move boats in and out of the water. This position also includes assistance with transactions in the Marina store as outlined below.

### **Organizational Relationships**

Reports to the Director, Marinas and acts as a team mate to other TLA staff. This position has high levels of interaction with residents.

### **Duties and Responsibilities**

- Operates marina forklift to move boats in and out of the water and racks to ensure resident boat availability
- Performs a wide variety of customer service tasks including fueling boats, hoisting boats, washing boats and assisting in loading/unloading equipment from boats.
- Determines dry storage assignments to ensure efficient, safe operations while meeting customer service requirements
- Assists boaters with docking by pulling and tying lines.
- Provides informal direction to seasonal dockhands to meet customer service requirements
- Performs routine maintenance tasks including, but not limited to, removing trash, cleaning, plumbing, painting, light electrical, dock repair and pressure-washing docks/buildings.
- Completes regularly scheduled tasks.
- Performs sales transactions using a cash register system.
- Operates dredge equipment to ensure appropriate water depth for boaters.
- Performs regular maintenance on marina equipment.
- Assists in performing sales of bait, fuel, and oil.
- Interacts with customers on a variety of boating related topics
- Determines proper safety gear and techniques to reduce accidents.
- Looks for opportunities to improve the operational aspects of their job.
- Participates in cross functional teams to complete projects in a timely manner.
- Understands the Vision and Mission of TLA and how his/her position impacts department success.
- Performs other duties as directed by the Director, Marinas

### **Key Knowledge, Skills, Abilities and Behavioral Characteristics Needed**

- Very strong knowledge of marina operations and safety techniques
- High level of proficiency in marina forklift operations
- Strong customer service skills
- Ability to lead others well through influence and own example
- Flexibility and adaptability
- Knowledge of boats and boating techniques including navigation, wind and knot tying
- Knowledge of boating and local waters
- Ability to read and understand the weather
- Proficient with various hand tools (drill, grinder, skill saw, etc.)

- Strong team player that demonstrates TLA Values
- Proactive; not problem-driven
- Strong customer service skills
- Flexibility and adaptability
- Demonstrated proficiency in the operation and maintenance of a marina forklift
- Knowledgeable in marina operations and safety techniques
- Knowledge of boats and boating techniques including navigation, wind and knot tying
- Knowledge of boating and local waters
- Ability to swim
- Proficient with various hand tools (drill, grinder, skill saw, etc.)
- Proficient with an air compressor and needle gun
- Ability to perform light maintenance including carpentry, plumbing and electrical
- Strong team player with demonstrated TLA Values
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### **Minimum Job requirements**

- Basic computer skills and knowledge of Microsoft Office software
- Ability to interpret instructions furnished in written, oral, or schedule form.
- Valid driver's license
- High school diploma or equivalent
- CPR and AED certification preferred, or ability to obtain within first 30 days
- Ability to swim
- This position is required to work as scheduled and may include weekend and holiday work.

## Physical Requirements and Working Conditions

Physical Activity	Never	Occasionally (10-25%)	Frequently (26-70%)	Regularly >70%
Standing for sustained periods of time				X
Walking to accomplish tasks and assist with boat loading/unloading				X
Climbing stairs and ladders			X	
Reaching – extending hands and arms in any direction				X
Balancing - Maintaining body equilibrium to prevent falling while walking on uneven and/or slippery surfaces				X
Drive			X	X
Stooping		X		
Kneeling		X		
Crouching		X		
Crawling		X		
Pushing with steady force in forward, downward or upward motion			X	
Pulling to draw, haul or tug objects in a sustained motion			X	
Lifting from a lower to high position or moving objects horizontally from position to position				X
Using fingers to pick, pinch, type				X
Grasping with the fingers and palm				X
Feeling – perceiving size, shape, temperature or texture by touching with skin and fingertips				X
Talking				X
Hearing – receiving detailed information through oral communication with ability to discriminate sounds				X
Repetitive motion – substantial motions of the wrists, hands and/or fingers			X	

<b>Visual Acuity Requirements (color, depth perception and field vision)</b>	<b>Never</b>	<b>Occasionally (10-25%)</b>	<b>Frequently (26-70%)</b>	<b>Regularly &gt;70%</b>
Ability to utilize computers, ipads, and smartphones			X	
Visual acuity to operate motor vehicles				X
Ability to make detailed observations of people, facilities, structures and vehicles				X
<b>Lifting Requirements</b>	<b>Never</b>	<b>Occasionally (10-25%)</b>	<b>Frequently (26-70%)</b>	<b>Regularly &gt;70%</b>
0 - 10 pounds				X
10-20 pounds			X	
30-50 pounds		X		
50-100 pounds	X			
Over 100 pounds	X			
<b>Environmental Condition</b>	<b>Never</b>	<b>Occasionally (10-25%)</b>	<b>Frequently (26-70%)</b>	<b>Regularly &gt;70%</b>
Works around water				X
Subject to sun and outside cold/hot temperatures including wind and humidity			X	
Subject to noise levels requiring worker to shout to be heard above ambient noise level				X
Subject to vibration			X	
Works near moving mechanical parts or moving vehicles				X
Works in high, precarious places		X		
Works in close quarters, small enclosed rooms, crawl spaces, etc.		X		
Subject to fumes or airborne particles		X		
Subject to toxic or caustic chemicals		X		
Encounters wild animals		X		
Risk of electrical shock		X		
Other (write in) •				