

**Job Description: Marina Store Clerk**

**DEPARTMENT: Marina Services**

**FLSA Status: Non-Exempt**

**Last Revised: March 2017**



**Summary**

This position performs routine clerical and administrative work in answering telephones, greeting customers, conducting sales transactions, and assisting with record keeping and inventory tracking.

**Organizational Relationships**

Reports directly to the Marina Yard Manager and as a team mate to other Marina department members. This position has high levels of interaction with residents.

**Duties and Responsibilities**

1. Interacts with customers to complete sales and provide information on a wide variety of boating related subjects.
2. Answers phone and assists customers with questions or directs calls accordingly.
3. Maintains boat inventory to insure accurate billing.
4. Performs regular maintenance tasks including, but not limited to, stocking items and light cleaning.
5. Assists with inventory including recommending items to order.
6. Analyzes financial data to ensure proper billing and payment of accounts.
7. Assists dock hands in times of heavy workload.
8. Looks for opportunities to improve the operational aspects of their job.
9. Participates in cross functional teams to complete projects in a timely manner.
10. Understands the Vision and Mission of TLA and how his/her position impacts department success.
11. Other duties as directed by the Marinas Manager and Marinas Office Manager.

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

- Excellent customer service skills
- Flexibility and adaptability
- Strong planning and organizing skills
- Good computer (Microsoft Office), cash register skills and basic office machines
- Knowledge of boating and local waters a plus

**Minimum Job requirements**

- At least 1 year of retail experience
- This position is required to work as scheduled and may include weekend and holiday work.
- Valid driver's license with insurability at normal risk rates
- High school diploma or equivalent
- CPR Certification preferred
- This position is required to work as scheduled and may include weekend and holiday work.

### Physical Demands

Physical Activity	Never	Occasionally (10-25%)	Frequently (26-70%)	Regularly >70%
Stand			X	
Walk		X		
Sit			X	
Use hands to finger, handle, or feel			X	
Reach with hands and arms			X	
Climb or balance	X			
Drive		X		
Stoop, bend, kneel, crouch, or crawl		X		
Talk or hear				X
Lifting Demands	Never	Occasionally (10-25%)	Frequently (26-70%)	Regularly >70%
0-10 pounds			X	
10-20 pounds			X	
20-40 pounds	X			
40-60 pounds	X			
60-80 pounds	X			
80-100 pounds	X			
Over 100 pounds	X			

### Work Environment

Environmental Condition	Never	Occasionally (10-25%)	Frequently (26-70%)	Regularly >70%
Work around water			X	
Work near moving mechanical parts			X	
Work in high, precarious places	X			
Fumes or airborne particles		X		
Toxic or caustic chemicals	X			
Outdoor weather conditions (strong sun/high humidity)			X	
Encounter wild animals		X		
Work around loud noises		X		
Risk of electrical shock	X			
Other (write in) <ul style="list-style-type: none"> <li>• Operates both indoors and outdoors</li> <li>• Has exposure to diesel fumes, waste tanks and oil</li> <li>• Has exposure to heavy equipment</li> </ul>			X	

and loud noises				
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