

## New Bedford Port Authority, Pope's Island Marina

### Position Description

Title: Seasonal Marina Manager

Reports To: Alex Butters, Director of Recreational Boating/Project Superintendent

Compensation: \$20/hour

Function: The Seasonal Marina Manager is responsible for operation of Pope's Island Marina to ensure efficient and profitable operations, and maximize the potential of the facility. Also manages the marketing of Pope's Island Marina and recreational boating. Manages P&L of Marina and moorings. Establishes budgets and forecasts in collaboration with Finance.

### Specific Duties:

- a. Manage all aspects of Pope's Island Marina including but not limited to, supervise staff and develop work schedules, billing, maintenance, invoicing, and record keeping. Establish customer relationships, slip sales, etc.
- b. Implements and maintains systems and processes that effectively provide all New Bedford Port Authority customers, vendors and contractors with the highest level of professionalism and customer service. This includes ensuring all marina staff and direct reports maintain the standards.
- c. Coordinate with Director of Engineering & Operations on maintenance items and staffing as needed
- d. Operate marine band radio and make radio communication with boaters
- e. Act as an agent for the New Bedford Port Authority to ensure safe boating within the Port
- f. Work with cruising clubs to develop relationships and coordinate landside activities
- g. Market Pope's Island Marina, and assist in the marketing of the Port of New Bedford, and New Bedford Seafood to the Recreational Boating Market
- h. Coordinate with New Bedford Tourism on Co-op Marketing Opportunities
- i. Maintain adequate levels of inventory for NBPA uniforms and marketing material
- j. Ensure accuracy of online and printed marketing material for Pope's Island Marina, i.e. Social Media accounts, Websites, Dockwa and other online recreational boating accounts etc.
- k. Maintain adequate records of transient vessels in slips and on moorings and process payments.
- l. Establish and maintain effective working relationships with government officials, regulatory agencies, vendors, contractors, lessees and the public.
- m. Must have outstanding customer service skills and the ability to resolve customer issues.
- n. Ability to Multi Task
- o. Ability to work under pressure and or frequent interruptions.
- p. Experience in efficient office practices
- q. Promptly and efficiently implement/perform assigned tasks.
- r. Work constructively and positively with all fellow employees.
- s. Work with other organizations for functions held at Pope's Island Marina.
- t. Strong computer skills (Excel, Outlook, Word and Dockwa)
- u. Perform any similar or related work as directed.

Be available nights, weekends and holidays