

TITLE: Marina Manager
REPORTS TO: Director of Engineering & Operations
COMPENSATION: Salary Dependent on Experience

The New Bedford Port Authority (NBPA) is seeking a qualified, dynamic individual to serve as the Marina Manager for Pope's Island Marina (PIM). The Port of New Bedford is an exceptional harbor to visit by water and Pope's Island Marina is the place to experience it from with its 204 slip, floating dock marina, essential amenities, and a marina-based launch service.

1. Function:

The Marina Manager is responsible for operation of PIM to ensure efficient and profitable operations and maximize the potential of the facility. Also manages the marketing of PIM and recreational boating. Manages Profit and Loss of Marina and moorings. Establishes budgets and forecasts in collaboration with Finance.

2. Supervisory Responsibilities

Directly Supervise - Seasonal Marina staff including dockhands, launch drivers, and pump-out boat operators

3. Specific Duties:

- a. Manage all aspects of PIM including but not limited to, recruitment and supervision of staff, developing work schedules, billing, maintenance, invoicing, record keeping and managing an annual operating budget. Establish customer relationships, slip sales, etc.
- b. Implements and maintains systems and processes that effectively provide all PIM customers, vendors and contractors with the highest level of professionalism and customer service. Provide leadership, coaching, training and guidance as necessary to ensure all Marina staff and direct reports deliver high standards of service.
- c. Administer Dockwa and Online Mooring systems. Work directly with vendors staff to troubleshoot issues and improve processes.
- d. Market PIM Recreational Boating while ensuring accuracy of online and printed marketing material i.e., Social Media accounts, Websites, Dockwa, Online Mooring and other online recreational boating accounts etc.
- e. Coordinate with New Bedford Tourism on Co-op Marketing Opportunities and with cruising clubs to develop relationships and coordinate landside activities
- f. Coordinate and work with local and surrounding harbormasters
- g. Coordinate with Operations Manager, Director of Engineering & Operations and Director of Finance on capital repair and replacement budgeting.
- h. Manage, maintain, and coordinate port moorings including maintain adequate records of transient vessels in slips and on moorings and process payments.
- i. Establish and maintain effective working relationships with government officials, regulatory agencies, vendors, contractors, lessees and the public.
- j. Work constructively and positively with all fellow employees and be responsive to time sensitive requests and deliverables.
- k. Operate marine band radio and make radio communication with boaters
- l. Monitor key industry and market trends, rates and policies in order to establish market intelligence and identify competitive advantages

- m. Be available nights, weekends and holidays
- n. Other duties as assigned

4. Knowledge, Experience, & Minimum Qualifications

- a. Four years minimum of supervisory and/or management experience including at least two years in marina operations.
- b. Four years of experience with excellent customer service techniques and in dealing with customer conflict resolution.
- c. Experience in development and execution of marketing plans.
- d. Ability to coach, train and develop people in order to build their skills.
- e. Experience working in high volume, fast paced customer service environments.
- f. Knowledge of marina industry standards.
- g. Excellent public relations skills.
- h. Excellent written and oral communication skills.
- i. General knowledge of business functions, finance, operations, marketing, accounting, purchasing, payroll, human resources, public relations, and planning.
- j. Ability to develop and execute a marina marketing plan.
- k. Knowledge of public entity processes.
- l. Proficient computer and keyboard skills including Windows, Word, Excel, and Power Point,
- m. Ability to create, lead and motivate teams.
- n. Strong project and program management skills.
- o. Ability to perform multiple priorities and meet deadlines.
- p. Ability to resolve employee and customer conflicts.
- q. Experience with Dockwa and Online Moorings software a plus

5. Physical Requirements

- a. Exposure to outdoor weather conditions, both heat and cold, required
- b. May be required to lift, move and/or push objects that weigh sixty pounds or more as well as climb, stoop, crawl, and kneel for extended periods of time
- c. Extended periods at computer terminal, telephone, and operating office machines requiring eye-hand coordination and finger dexterity
- d. Some of the employee's time is expected to be outdoors, employee will be exposed to outdoor weather conditions, extremes of heat and cold, moving mechanical parts, toxic chemicals, and other dangerous conditions.

6. Instructions for Applicants

Applicants should send a cover letter and résumé to:

Cesar Duarte
Director of Operation & Engineering
New Bedford Port Authority
123 MacArthur Drive
New Bedford, MA 02740
508-961-3000
Cesar.Duarte@newbedford-ma.gov

The cover letter and résumé should reflect the applicant's qualifications as set forth in this document. Interviews, reference checks, and job-related tests, including a writing sample, may be required. Salary will be commensurate with education and experience. The position will remain open until filled. A CORI

(Criminal Offender Record Investigation) review will be conducted prior to selection. The NBPA is an Equal Opportunity / Affirmative Action Employer.