



LEAD CHANGE AND MAKE AN IMPACT IN CANADA'S BIGGEST CITY



The Toronto Port Authority, doing business as PortsToronto operates the Billy Bishop Toronto City Airport, the Port of Toronto and the Outer Harbour Marina. We are proud to be partners in securing Toronto's economic prosperity and enhancing its beautiful waterfront for all to enjoy.

If you're looking for a great summer job and a chance to make an impact, Ports Toronto has the following seasonal opportunity awaiting you:

MARINA DUTY MANAGER

This seasonal position is responsible for ensuring exemplary client service to the boaters and guests of the Outer Harbour Marina. The role oversees the day-to-day operations such as cash receipts for vessel berthing and dry docking, fuel sales and other services. The position is responsible for fuel sales receipts and daily reconciliation.

The position requires knowledge of regulations, guidelines and standards of agencies related to the management of marinas for pleasure craft.

This role requires flexibility to work days, evenings, weekends and holidays, 0800 – 2200 hours, 7 days per week, rotational shifts.

DUTIES & RESPONSIBILITIES:

- Handle customer concerns, disputes and issues in a professional, courteous and timely manner.
- Supervise marina students and / or other marina staff.
- Prepare staff schedules
- Daily, weekly and monthly tracking of product sales.
- Reconciliation of accounts and POS on a daily basis.

- Document and report weekend activities for Marina Manager and administrative staff.
- Perform training in standard operating procedures to employees.
- Manage fuel dock, ensure cleanliness of all grounds and facilities
- Ensure the health and safety of employees and customers by following all requirements as legislated by the Canada Labour Code, Part II, for Health and Safety
- Assist management in various projects.
- Other duties as assigned.

QUALIFICATIONS:

- Post-secondary education in Travel and Tourism or Marina Management an asset
- Minimum of 3 years of experience in a supervisory role, preferably in a recreational industry.
- Marina and boating knowledge and experience is a definite asset.
- Outstanding customer service with the ability to deal with difficult customer situations in a professional manner.
- Excellent communications skills and fluency in English, both written and oral.
- Adhere to health and safety policies, procedures and requirements.
- Don PPE as appropriate for duties and workplace and ensure it is worn properly at all times.
- Bilingual in French a definite asset.
- Professional in appearance and demeanor.
- Computer literacy is a must (Windows based programs, Microsoft Word & Excel).
- Valid Class "G" Ontario Driver's License.
- Standard First Aid/CPR "C".
- Radio Operator Certification, Marine Class (VHF) or ability to acquire.
- Able to swim and tread water strongly recommended
- Toronto Harbour Permit or ability to acquire within 1 month.

WORK LOCATION: Outer Harbour Marina, 475 Unwin Ave., Toronto, ON M4M 3M2

***NOTE:** Must have own transportation to work location, as there is no public transit to this location.

In the Subject Line state: **MARINA DUTY MANAGER**

We offer a challenging and rewarding place to work, and provide our employees with a competitive compensation package and a positive work environment.

Interested and qualified candidates are invited to e-mail a resume along with a covering letter outlining how your experience supports our position requirements to: careers@portstoronto.com on or before **May 21, 2018.**

We thank all applicants for their interest. However, only applicants selected for an interview will be contacted.

PortsToronto is an equal opportunity employer.

To learn more about PortsToronto and the exciting work we are doing to be a city-builder and transform Toronto's waterfront go to www.portstoronto.com