



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



The Toronto Port Authority, doing business as PortsToronto, operates 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.

PortsToronto is offering a full-time opportunity where your leadership can shape the future of Canada's most unique urban airports. If you're looking for a great position and a chance to make an impact, PortsToronto has the following full-time, challenging opportunity awaiting you:

DOCK MASTER

The Dock Master plays a key role in the daily operations and customer experience at the Outer Harbour Marina. This position supports both dockside and administrative functions, ensuring a high standard of client service, operational accuracy, and safety. The Dock Master acts as the first point of contact for boaters, oversees fuel dock operations, supports launch and haul-out coordination, and assists with a wide range of office tasks that contribute to the smooth and efficient operation of the marina.

This role requires strong technical skills particularly in excel, exceptional attention to detail, consistency, reliability, and the ability to learn quickly. The Dock Master works closely with Marina Managers, unionized staff and contractors to maintain a safe, organized, and customer-focused marina.

This role requires flexibility to work shifts including days, evenings, weekends and holidays.

General duties and responsibilities include, but are not limited to:

- Serve as the initial point of contact for boaters, guests and contractors, addressing concerns, resolving disputes, and managing issues with professionalism and in a solution-oriented manner.
- Supervise marina students and / or other marina staff, including providing input for employee schedules.
- Assist with transient bookings, customer inquiries, and appointment scheduling.
- Support launch and haul-out operations, ensuring accurate communication between customers and employees.
- Maintain accurate customer files, boat specifications and land-map data.
- Track unidentified vessels or on-land items and follow up as needed.
- Assist with managing aged receivables, repossessions, coordinate account write-offs, and serve as the primary liaison with bailiffs.
- Daily, weekly and monthly tracking and reconciliation of product and service sales.
- Conduct calls for collections, inquiries, sales, as needed.
- Process online payments, reconcile accounts and point of sale daily.
- Support synchronization between Harbour Management System and financial system, ensuring consistency in naming conventions.
- Document and report weekend activities for marina leadership and administrative employees.
- Perform special projects to develop and implement internal controls to safeguard organizational assets and ensure fiscal responsibility.
- Identify opportunities to continuously improve processes, tools and reporting systems to enhance efficiency and accuracy.
- Administer and support daily fuel dock activity.
- Ensure cleanliness, safety and readiness of the fuel dock and pump-out station is maintained.
- Complete fuel dock opening and closing procedures, meter readings and reconciliation.
- Monitor, document and maintain fuel dock inventory levels, ensuring supplies are available, pro-actively ordering replacements. Ensuring proper record keeping of all stock movements.
- Ensure full compliance with safety protocols, spill-response procedures, and marine fuel-handling standards.

ABILITIES AND QUALIFICATIONS:

- Post-secondary education in Travel and Tourism or Marina Operations, or related field.
- Minimum of 3 years of experience in a supervisory role, in a customer-service, dockside or recreational marine environment.
- Marina and boating knowledge and experience are required.
- Excellent communication and interpersonal skills; able to handle difficult situations professionally.
- Ability to problem-solve, multitask, and maintain accuracy in a fast-paced environment.
- Excellent communications skills and fluency in English, both written and oral.
- Professional in appearance and demeanor.
- Strong proficiency with Excel, Microsoft office and experience with marina management software.
- Experience working with or around heavy equipment, fuel systems, or docks is an asset.
- 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.
- Bilingual in French is considered an asset.
- Incident Management System (IMS) 200 or 300, an asset.

Note: This position description is intended to describe the general level and nature of the position and is not an exhaustive list of all tasks assigned in the performance of the position.

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

In the subject line, please quote: **DOCK MASTER**

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, please go to www.portstoronto.com