

## **JOB DESCRIPTION – MARINA MANAGER**

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**JOB TITLE:** MARINA MANAGER

**DEPARTMENT/DIVISION:** Nch'kay Development Corporation GP, Management

**REPORTS TO:** CEO

**STATUS:** Salary

### **JOB PURPOSE:**

Reporting to the Department Head, CEO of Nch'kay Development; this position oversees the operational, financial workflow and budget management associated with the Lynnwood Marina, Mosquito Creek Marina, and New Brighton Dock. The incumbent is responsible for four (4) main areas: the overall operations of the Marinas, management of Marina staff, assessing new opportunities at the Marinas to increase profitability and the undertaking of new project work as directed by the defined in annual project goals and the Department Head.

### **MAIN RESPONSIBILITIES:**

- Ensures effective management and maintenance of the Lynnwood Marina and the Mosquito Creek Marina.
- Ensures Marina operations and policies are adhered to at both locations.
- Implements team standards, efficiency rates and clear expectations.
- Ensures work performed by all crews and staff meet quality standards and regulation codes.
- Implements team standards, efficiency rates and expectations.
- Maintains all records and reports under authority according to policy.
- Oversees operations, maintenance and projects performed at both Marinas.
- Ensures that all capital project work and operational spending are within approved annual budgets.
- Coordinates the facilitation of projects between Marinas (float homes and boat sheds).
- Work collaboratively within a team and reports regularly to the Department Head.
- Devises and upholds practical and lasting policy guidelines for efficient operation of Marina divisions.
- Employs careful consideration of Squamish Nation policy and responsible decision-making.
- Keep all Squamish Nation information strictly confidential.
- Ensures that Squamish Nation Health and Safety policies and protocols are adhered to.

### **Oversees the Effective Operations of Lynnwood Marina and Mosquito Creek Marina:**

- Oversees the management of all Marina staff.
- Oversees the billing procedures, revenue collection, reports function to ensure timely receipt of all incoming revenues (moorage, dry storage, boat shed and auxiliary income).
- Maintains monthly master plan for all divisions, prioritizes work, allocates staff and monitors performance to ensure goals are met on a monthly/yearly basis.
- Oversees the recording and tracking of budget information.
- Oversees the recording and tracking of budget information and reviews on a Monthly basis.
- Ensures the Marinas operating on a competitive edge by preparing costing, pricing of existing and proposed products/services, break evens and price comparison with other marinas in the area.
- Liaises regularly and works cooperatively with Finance and other pertinent departments.

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- Submits progress reports to Department Head every quarter including budget status report to compare real performance to projections for Marina Operations.
- Annually presents to Department Head for approval, division objectives, revenue forecasts, budgets and work plans.

### **Oversees management of Lynnwood Marina and Mosquito Creek Marina**

- Oversees the profitable operation and legislative compliance of the two Marinas.
- Oversees by-law implementation function designed to manage moorage, dry storage, member and non-member business operations.
- Coordinate movement of mooring and workflow.

### **Responsible for the creation of annual goals, policies and objectives of the Marinas.**

- Annually prepares and presents a work plan according to a set strategic plan, to Department Head.
- Works to make amendments until finalized plan meets all Marina and larger corporate objectives.
- Monitors new developments in Marina sectors and makes appropriate recommendations to Department Head.
- Breaks annual objectives into monthly goals and communicates to staff.
- Prioritizes work, allocates staff and monitors divisional performance to ensure goals are met on a weekly, monthly and yearly basis.
- Presents progress reports to Department Head in weekly meetings.
- Presents year-end work plans completion report to Department Head.
- Implements policy at the direction of the Department Head.

### **Manages workflow and coordinates budgets of Marinas.**

- Establishes work priorities and keeps master plan on track.
- Oversees the implementation of daily pre-shift meetings by team leaders and ensures the delegation of work tasks to crews according to nature of job and skill level of crew.
- Keeps track of workflow and compares to required deadlines.
- Approves staff time sheets, purchase orders and invoices relating to Marina operations at both Marinas.
- Manages budgets for each Marina and reviews with Department Head on a monthly basis.
- Monitors project work to ensure timely completion of all assigned projects and tasks.

### **Oversees management of Marinas and staff.**

- Stays current with Nchka Development Employment Policy for Mosquito Creek and stays current with employment standards for Lynnwood, oversees the supervision of staff.
- Conducts regular (weekly) meetings with Managers to discuss progress/barriers and other pertinent issues.
- Receives regular reports on activities from Administration, Project & Maintenance and Work Yard managers.
- Manages the recruiting, hiring new staff and ensures staff is properly trained to perform delegated tasks.
- Reviews new employee contracts and job descriptions to ensure accuracy.
- Facilitates staff participation in goal setting and planning process.
- Completes performance management process which includes monitoring the performance of staff on an on-going basis and conducting an annual performance appraisal.
- Coaches and mentors management staff by creating individual development/training plans to improve performance.
- Asks for staff participation in decision-making and feedback relating to a project and utilizes employees to get solutions implemented.

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- Problem-solves workflow and personnel issues as required, requesting Department Head input for complex issues.
- In consultation with HR, disciplines staff when necessary following procedures outlined in Nch'kay Development Discipline Policy.
- Gathers feedback on staff from a broad range of sources including external contacts, employees, etc.
- Ensures morale and teamwork building initiatives within division.
- Promotes teamwork and quality service to move the group to a high standard of performance.
- Leads with a clear vision, providing motivation and purpose to staff as well as an opportunity to participate. Handles all staff issues with honesty, fairness and equity.

### **Adheres to workplace health & safety policies, safe work practices and procedures.**

- Read, understand and comply with workplace health & safety policy, safe work practices and procedures.
- Ensures the health & safety of all employees under direct supervision.
- Enforces all established safety regulations and work methods. Takes corrective action as necessary to ensure compliance with the rules.
- Provides instructions to employees about safe work procedures. As part of your routine duties, ensure employees use personal protective equipment as appropriate.
- Ensures that new employees receive detailed safety instructions (e.g. first aid service & name of First Aid Attendant, fire escape procedures, etc.) before they are allowed to start work.
- Carries-out regular safety inspections of the workplace and ensures prompt corrective action.
- Holds regular safety meetings to review safety conditions and general safety policies.
- Reports all accidents immediately and participates in the accident investigation.
- Provides an example for others by always directing and performing work in a safe manner.
- Arranges for medical treatment as required including transportation to a doctor or hospital as necessary.

### **Participates as a member of the Marina Operations and Business Revenue & Services Teams.**

- Liaises and works cooperatively with Department Head (and management team as required) to ensure organizational and department goals are achieved.
- Attends meetings and contributes meaningfully to discussions, providing information regarding marina activities, projects and other pertinent information.
- Supports Council in organizational goals including analysis of costs associated with expansion or increase in capacity and keeping operational costs in line.
- Participates in yearly strategic planning session.
- Cooperatively learns new techniques and incorporates into standard procedures.
- Acts as trainer and mentor of junior staff.
- Makes request for suitable equipment, manuals and reference material to accomplish tasks.
- Attends work-related conferences, seminars and workshops in order to gather further knowledge within professional area expertise as requested.
- Participates in strategic decision relating to the improvement of divisions operational effectiveness. Implements agreed to solutions.

### **Perform other duties as required.**

#### **Reporting:**

- Oversee regulatory reporting.
- Manage the preparation of the official quarterly and annual financial statements.
- Prepare, analyze and present monthly (once required), quarterly and annual Company's financial results

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- Manage and direct the Company's IFRS initiatives.

**Compliance.** Ensure compliance with provincial and federal reporting regulations.

**Research.** Conduct research on new accounting rules and standards and recommend improvements to the Company's accounting policies and procedures.

### **CORE COMPETENCIES:**

- Be an effective organizational leader
- Be self-motivated and results focused
- Provide direct, clear and concise vision of the company and be able to share that vision with the organization
- Proven strategic thinking skills and critical thinking abilities
- Display emotional intelligence, decision making skills and problem solving skills
- Excellent written and verbal communication skills of English Language
- The ability to work well on a team
- Display good time management skills
- Have excellent planning, organizing and problem solving skills
- Mature, accountable, dependable, good work ethics and uphold personal integrity
- Helpful to be creative and possess innovative thinking skills

### **POSITION REQUIREMENTS - EDUCATION, SKILLS, EXPERIENCE:**

#### **Education**

- Bachelors Degree specializing in Business Management, Property Management, Finance or Operations Management from a recognized post-secondary institution.
- As career progresses, will be required to successfully complete job required, short-term upgrading, training and courses relating to marina management, workplace safety, first aid and staff supervision.

#### **Level of Experience**

- Ten (10) years of directly-related experience in the majority of specialities listed in job description including marina management, staff supervision, customer service, training and budgetary responsibilities, etc.
- Experience with estimating costs of mid-large scale projects is desirable.
- Strong Financial and performance monitoring.
- Experience managing a team of 5+ employees.
- Demonstrating commitment to developing long-term relationships with customers and vendors.
- Experience as an intermediate user of the Internet and Microsoft Office Applications – Outlook (Email), Word, Excel, etc.
- Previous experience working in a First Nations business revenue environment/community (particularly Squamish) is preferred.

#### **Equivalent**

Grade 12 plus 20 years may substitute for above education and experience.

#### **Hiring Requirements**

- Official copies of school records.
- Three (3) business references. Valid references must be a direct supervisor who is familiar with the applicant's work.
- Must be able to work evenings and weekends as required.
- Must be willing to travel.
- Must have a valid BC Driver's License Class 4 or 5, Class 7N may be considered.

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- Must have a reliable vehicle and current auto insurance.
- Must provide a valid Criminal Records Check.

**WORKING CONDITIONS:**

- Sitting, standing, walking, stairs
- Light lifting, less than 15 lbs.
- Manual dexterity required to use desktop computer and peripherals
- Indoor, office setting

**APPROVAL RECEIVED: Y / N**

_____ NCH’KAY DEVELOPMENT CORP BOARD OF DIRECTORS	_____ PRINT NAME, TITLE	_____ DATE
_____ CEO SIGNATURE	_____ PRINT NAME, TITLE	_____ DATE