

JOB BRIEF

ORGANISATIONAL CONTEXT

Job Title	Marina Attendant
Department	Operations
Location/Project	Limassol Marina – Limassol, Cyprus
Reporting to	Marina Supervisors & Marina Management

SUPERVISION

Number of employees reporting to the incumbent	Direct: 0 Indirect: 0
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JOB CONTENT

1. Role Objective

Front-line delivery of day to day Marina Operations, delivering high-standards of safety and world-class services to Marina berth holders and property residents. Contributing to the security, maintenance and presentation of the Limassol Marina site.

2. Roles and Responsibilities

- ◆ Assist owners and crews with yacht berthing, especially when weather/tide conditions are unfavorable, including towing and line work with the marina workboat, car-parking and baggage handling.
- ◆ Ensure that the boats in the marina are at all times properly and sufficiently moored and protected with fenders, and that neither mooring lines, electricity cables, boat overhangs or any other thing causes a hazard on pontoons or quays.
- ◆ As per the Marina’s Annual Maintenance Plan, carry out routine inspections, repairs and maintenance duties as directed.
- ◆ Inspect, maintain and clean building (including washrooms/toilets when no cleaner is on duty), pontoons, quays and the marina site and workplaces in order to preserve a high standard of hygiene and appearance.
- ◆ Operate the fuel dock following all relevant procedures and enforcing all marina rules.
- ◆ Assist with boat handling and boatyard operations (e.g. boat hoist) operate high pressure cleaner, block and stand yachts where and as appropriate.
- ◆ Liaise with government officials (police, customs, immigration), security personnel and other contractors to maintain safe and secure operations throughout the Marina site.
- ◆ Answer telephone and personal enquiries, operate the VHF, maintain all log-books and records as directed.
- ◆ Comply with the Company’s health and safety policy and other safe operating procedures and guidelines and with recognized good working practices, and seeing that others follow.
- ◆ Comply with the marina regulations regarding dress and expected behavior, reflecting consistently F&S Marinas brand standards whilst offering a personalized service to all internal and external customers.
- ◆ Carry out all other duties for the smooth running of the marina and assist the marina staff in such matters as may be reasonably required.

KEY INTERACTIONS

Internal:	External:
Duty Marina Supervisors	Marina guests and residents
Marina Management	Subcontracted companies
Departmental senior management and staff	Suppliers
Marina Reception staff	Government Authorities

EMPLOYEE SPECIFICATION

COMPETENCIES, CORE CRITERIA, TECHNICAL SKILLS AND WORK EXPERIENCE

1. Core Competencies:

Working with People	<ul style="list-style-type: none"> Communicates effectively Acts with professionalism and integrity Builds relationships and fosters teamwork Adapts to change and exhibits self-confidence Manages time effectively
Quality Focus	<ul style="list-style-type: none"> Strong attention to detail Demonstrates functional excellence Exceed customer/client expectations

2. Core Criteria:

Appearance	Smart and presentable
Bearing	Enjoys working with people and relates well with guests, yacht owners, masters and suppliers
Expression/Language Skills	Speaks and writes clearly, concisely and with confidence; fluent in English and Greek languages
Motivation	Highly interested in the position, results-driven and guest-oriented
Personality	Approachable and supportive demonstrating a 'can-do' attitude

3. Technical Skills and Work Experience

- In possession of the high school-leaving certificate, trained, qualified or experienced in relevant trades (e.g. electrical or mechanical engineering, carpentry, fabrication, general boatyard work).
- About 3 years' experience in nautical/marine sector or in customer service/hospitality sector.
- Ability to obtain and/or maintain any government required licenses, certificate or permits beneficial to the marina, including medical certification.
- A good general knowledge of marina operations including boat lifting, boat handling and towing, rope work, plant and equipment maintenance is considered an advantage.
- Proven skills in VHF communication, health & safety, first-aid and fire-fighting procedures.
- Proficiency in swimming and in possession of a valid driving license.
- In possession of a diving certificate from a recognized body (or ability to obtain one)
- In possession of a small craft driving certificate (or ability to obtain one)