

**CITY OF KEWAUNEE  
JOB DESCRIPTION**

**JOB TITLE:** Marina/Campground Lead Dock Hand  
**DEPARTMENT:** Marina/Campground  
**DATE APPROVED:** PENDING

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**SUMMARY DESCRIPTION:**

Under the direction of the Marina Manager, this position provides support and assistance to the Marina Manager in fulfilling the daily operation and maintenance of the Kewaunee Marina & Campground, assuring that the programmatic and maintenance objectives are accomplished. Coordinates the work of other marina personnel, adhering to City, State and Federal rules and regulations, and providing a high level of customer service; Responsible for seasonal and daily docking and campground reservations; Responsible for merchandise and gasoline sales. Work involves the responsibility for the leasing and renting of boat & campground space, collection of lease/rental fees, enforcing marina & campground rules and assisting boat owners with proper boat handling, mooring, or other assigned marine related functions within the City facilities.

**DISTINGUISHING CHARACTERISTICS:**

This is a full time, seasonal (five and one half months) hourly position and classification that serves as an Assistant Manager. The Lead Dockhand and the Marina Manger will work together to ensure the Marina and Campground and staff are 100% prepared for each day's events and also ensure customer satisfaction. The Lead Dockhand may supervise the work of the Kewaunee Marina & Campground and under the direction of the Marina Manager has the ability to exercise considerable judgment and ingenuity to accomplish program objectives and meet the needs of the boating and camping public. Work involves considerable public contact and is performed under general supervision.

**ESSENTIAL JOB DUTIES:**

(The functions of the classification may include, but are not limited to, those listed below)

- Follows all rules, procedures and directives from the Marina Manager ensuring effective control of revenues and expenditures and operating results to guarantee achievement of Marina goals and objectives.
- Follows work schedules; may oversee the activities of personnel engaged in carrying-out Marina & Campground objectives, policies, procedures, rules, and regulations.
- Conducts regular rounds of the marina and campground to include camping areas, restrooms, pavilions, fish cleaning stations and docks.
- Position will be required to interact with customers, ensure any maintenance concerns are either addressed or brought to the attention of Marina Manager immediately.
- Performs general marina maintenance
- Act as first contact point for visitors to the office or callers who need immediate assistance.
- Manage filing systems (electronic and paper).
- Manage inventories of supplies and equipment including forward planning for projects.
- Work on special projects as assigned.
- Ensures that marina/campground facilities safety, maintenance and custodial needs are performed.

- Provide a high level of customer service to marina/campground tenants and the public by providing information on services and events available in marina and throughout the community.
- Receive money, perform daily sales reconciliations; prepares and provides to the Treasurer daily deposits accompanied by appropriate cash register and credit card receipt tapes.
- Responsible for overseeing the fish cleaning stations, public launch ramps operation and parking;
- Responsible for assigning transient or daily moorage and campground sites;
- Coordinates activities, working to provide services, eliminate delays, order supplies, or equipment required or to improve services.
- Participates in and promotes highly visible public relations and safety awareness activities at the marina;
- Operates and maintains marina equipment as needed, such as small water craft, pump-outs, lawn mowers, fuel dock, etc.;
- Maintains proper records as required by the Marina Manager including, but not limited to weekly, monthly and annual sales reports, opening and closing inventory, list of seasonal boaters with name and payment information, list of transient boaters, list of seasonal pass holders, pass numbers, year and reconciliation of revenues and gas sales and purchases.
- Performs other duties as may be assigned.

## **QUALIFICATIONS:**

### **Education and Experience:**

- Previous experience in marina management preferred; training or experience in Business Management, Hospitality and/or Asset Management in any combination that provides the desired knowledge, skills and abilities is qualifying.

### **Knowledge, Skills and Abilities:**

- Knowledge of principles and objectives of hospitality management, rules and regulations;
- Knowledge of methods, practices and equipment used in marina maintenance services and activities;
- Valid Wisconsin's Driver's license, ability to work outdoors during all weather conditions and frequent lifting a minimum of 50 pounds to waist – high level; ability to climb, stoop and bend 85% of the time; also requires manual dexterity to operate equipment.
- Skill in the operation of tools and equipment used in marina maintenance including landscaping and power tools, hand tools and cleaning tools;
- Skill and ability in maintaining records;
- Ability to work a varying shift that includes mornings, weekends, and holidays. Accessible to marina staff when not on duty.
- Ability to coordinate and participate in a full range of marina operations, maintenance and repair services and activities;
- Ability to establish and maintain effective working relationships with associates, visitors, customers, government representatives and vendors;
- Ability to deal tactfully and diplomatically with the general public and other government agencies regarding relevant codes, regulations, policies and procedures.
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