

Job Position:	Dock Staff
Location:	Tally's Dockside & CG Hooks BBQ
Reports To:	Management
Employees Supervised:	No
FLSA Classification:	Non-Exempt
Benefits Eligible:	No

Position Summary:

Representing Tally's Dockside & CG Hooks BBQ, you will provide a positive experience and demonstrate enthusiasm for working with the vacationing public and White Bear Lake residents. You will interact with patrons in person and/or by phone in a professional manner regarding boat rental, dockside services and are responsible for keeping the premises clean, neat, safe, and organized.

Position Duties / Essential Job Functions:

1. Responsible for the daily departures and returns of rental reservations for the Tally's Fleet; pontoons, fishing boats, kayaks, paddle boards, canoes, lake floats, fishing camps, fishing excursions, pontoon and tapa voyages, on water yoga experiences, etc.
2. Communicates and interacts daily with the Boat Rental Administrator; being aware and monitoring the daily reservation log and making sure there are no reservation conflicts, understanding all policies for rentals - return time, late fee, damage to rentals, cancelation, weather, rescheduling, etc.
3. Daily Cleans all boat rental equipment to the company's standards and guidelines
4. Cleans all boat rental equipment after each use in a timely manner (some circumstances require a very quick turnaround) to the company's standards and guidelines.
5. Assists rental customers in a polite and professional manner; launch and return of rental customers with their appropriate vessel, reviewing boating rules and procedures on all rentals, identifying safety equipment, help younger customers get fitted with life jackets, identify any damages, and making sure the customer is all set for their adventure.
6. Responsible for the service of gas customers at gas dock; accuracy of pumping fuel, pump maintenance, fueling safety, collection of money, accuracy of cash drawer.
7. Maintains all dock lines, secures all rental items, keeps all life jackets bins organized and dry. Keeps dock area clear and safe for pedestrian traffic.
8. Assist management on launching and mooring boats.
9. Responsible for driving and maneuvering our rental fleet and customer boats; make minor adjustments and repairs on motors; replace props, anchors, dock lines, batteries, as qualified by management.
10. Assists the rental customers with additional items for their water adventure

11. Responsible for opening, closing and daily dock procedures; proper cleaning of all rental items, secure of rental fleet, garbage maintenance and removal, and maintain water station for customers.
12. Assists with property maintenance and cleaning, event preparation as directed.
13. Picks up garbage and cigarette butts on all property grounds.
14. Power washes all outdoor furniture; removes cob webs daily; replaces light bulbs; breaks down boxes and cartons; removes garbage and debris.
15. Operates landscaping cutting/trimming equipment and mows the lawn
16. Removes bird poop from docks.
17. Alerts management to equipment malfunctions.
18. Assists slip customers when needed.
19. Daily Monitors the boat slips for loose boats, damaged boats, etc.
20. Promotes and markets company's events - knowledgeable on company's Facebook and Instagram accounts. Partners with management to create and implement daily/weekly specials, events, and promotions.

Qualifications:

- Proficient reading and math skills required
- Previous customer service experience preferred
- Demonstrates proficiency in the use and understanding of a computer, mobile device, and social media applications, and company's POS system and reservation systems.
- Must be 16 years of age or older

Personal Attributes Required:

- Positive attitude; maintains high level of self-motivation and eagerness to work with the public
- Courteous and professional customer service skills
- Clear and friendly communication skills by phone and in person; ability to work with a diverse group of employees and customers
- Ability to handle stress and fast paced environment; maintain priorities and attention to detail especially under periods of high stress and demands
- Ability to handle challenging customers in a professional manner
- Excellent memory and learning skills and ability to multi-task
- Accuracy and confidentiality

Essential Physical / Mental Requirements:

- This job operates in an environment with a high degree of customer interaction.
- Must be able to lift up to 50 pounds, must be able to walk, reach, and lift on a regular basis.
- Must be able to stand for long periods at a time without rest.
- Must be able to work in outdoor environments, especially hot and humid conditions, and handle exposure to variations in weather and conditions.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by the Company. All requirements are subject to modification at any time for any reason at the Company's sole discretion. Revised: [date]