

DOCK ATTENDANT JOB DESCRIPTION (DA)

Position

Rowing Dock's mission is to provide safe and enjoyable recreational access to Lady Bird Lake by offering a wide variety of watercraft rentals, lessons and unique events. Rowing Dock is a fun place to work and play. Our goal is to enjoy every day on the dock and make sure our customers have a 100% positive experience.

It is everyone's responsibility to ensure the Dock is a comfortable place that attracts and satisfies customers. The Dock Attendant (DA) is the face of the business, providing **exceptional customer service, expediting all business offerings, and maintaining all facets of dock operations**. The DA is responsible for a wide variety of tasks. The position is part-time and will be paid hourly. All DAs must be available to work weekends and 1-2 shifts during the week. Shift lengths are 4-5 hours. In general, DAs work 2-4 shifts per week, depending upon volume of business. Everyone is expected to work opening (7am) and closing (8pm) shifts on a regular basis and arrive on time. On-time arrival is 5 minutes early.

Summer, between Memorial Day and Labor Day, is the high season. The position generally lasts from mid February through September, but may be extended based on low season staffing needs and employee advancement.

Job Duties

- Diligent, Aware, and Proactive
- Complete Dock Attendant Shift Duties, which include dock opening and closing procedures, cheerful and attentive customer service, and working under the direction of the managers
- Work as a team with other staff to serve the fluctuating volume of customers
- Ensure proper safety procedures are being followed, to protect staff, customers and equipment
- Direct boat traffic on the dock
- Perform basic POS functions and handle transactions
- Answer questions from customers
- Educate the customer about proper boat usage to ensure their safety and protect our equipment
- Remain calm and positive at all times
- Be aware of and attentive to customers' needs, both on the water and on the dock
- Dedicated to staying on task and busy at all times
- Keep the dock clean
- ALWAYS courteous with co-workers and customers
- Must wear clean uniform when working (t-shirts will be provided)
- Receive CPR/First Aid/Basic Water Safety certification (you will be reimbursed for cost)

Qualifications

- Must be at least 18 years old and a high school graduate
- Must be physically fit, able to work outdoors in the heat for up to 5 hours and lift 45 lbs. overhead

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- Must have strong communication and customer service skills
- Must be self-motivated. Able to see what needs to be done and DO IT!
- Must be teachable and be a quick learner
- Must possess a calm and positive attitude