

# JOB DESCRIPTION

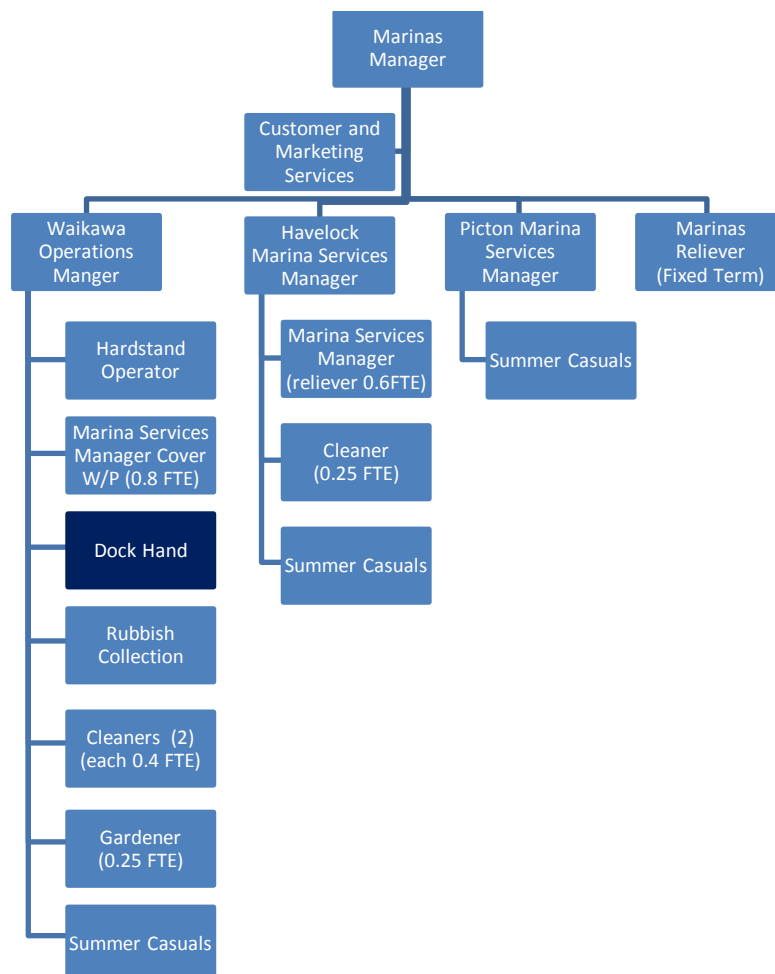
**Position Title:** Dockhand  
**Incumbent:** *To be appointed*  
**Responsible to:** Waikawa Operations Manager  
**Date:** October 2016

## **Purpose:**

The Dockhand's primary purpose is to assist with daily activities required for effective operation of berths, boatshed, compound and hardstand facilities at the marina.

While this is primarily an outdoors, physically active role, there is also a smaller administrative component that varies dependent upon the time of year.

## **Organisational Structure:**



### Principal Accountabilities:

Accountability	Main Duties	Weighting
Customer Service	<ul style="list-style-type: none"> <li>• Interact positively and helpfully with boat owners on the dock, at the launching ramp, hardstand or elsewhere in the marina</li> <li>• At all times provide prompt, friendly and efficient responses to customer needs, requests and enquiries</li> <li>• Provide practical assistance to marina users/customers as required</li> <li>• Deliver all inputs required to 'internal customers' promptly and in a positive manner</li> <li>• Assist with the allocation of casual berthage, leasehold berths, boatsheds and secure compounds as required</li> <li>• Respond in a friendly and efficient manner to enquiries, requests and complaints from marina users.</li> </ul>	25%
Marina operations	<ul style="list-style-type: none"> <li>• Regular walking of jetties and inspection of all berths, boatsheds and compounds to ensure vessel security and ensure that all facilities (including power connections, fire extinguishers, berth infrastructure) are clean and in good repair, and are secure</li> <li>• Regular checking of vehicles parked in at the marina to check security and validity of parking permits</li> <li>• Reading of power, water or other meters and recording of data as required</li> <li>• Checking of compliance within the marina (including vessel warrants of fitness, environmental matters) as required</li> <li>• Identify and carry out or organise repair of any equipment or facilities as required</li> <li>• Ensure that carparks, landscaped areas, berths, breakwater and water areas are clean, tidy and free of litter or rubbish</li> <li>• Undertake grounds maintenance at the marina, including mowing of lawns and maintenance of gardens / plantings</li> <li>• Undertake cash or other revenue collection from revenue points within the marina, fully complying with all company policies and procedures for handling of cash and electronic revenue collection.</li> </ul>	25%
Hardstand operations	<ul style="list-style-type: none"> <li>• Assist with boat haul out and hardstand operations, maintenance and cleaning as required</li> </ul>	20%
Administrative assistance	<ul style="list-style-type: none"> <li>• Assist with hardstand bookings and documentation as required</li> <li>• Casual visitor allocations – boatsheds compounds and berths</li> <li>• Other minor administrative tasks as may be required from time to time.</li> </ul>	20%
Provide assistance and back-up to other marina staff	<ul style="list-style-type: none"> <li>• Deputise for the Waikawa Operations Manager, Marina Service Managers or other members of the marina team at any marina, as required.</li> </ul>	10%

Ad hoc	<ul style="list-style-type: none"> <li>• Observe all company health and safety policies and procedures at all times</li> <li>• Freely communicate any health and safety concerns and actively pursue solutions</li> <li>• Undertake any other tasks (within the incumbent's capability) as may from time to time be assigned</li> <li>• Respond to out-of-hours emergency call-outs if requested.</li> </ul>	10%
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**Competencies:**

Energy/Enthusiasm	<ul style="list-style-type: none"> <li>• Brings a positive outlook and enthusiastic countenance to the working environment</li> <li>• Remains enthusiastic despite setbacks</li> <li>• Sets challenging goals</li> <li>• Has a can-do attitude</li> <li>• Is driven to achieve goals</li> <li>• Does not run out of steam, bringing new ideas and motivation to the task or team.</li> </ul>
Communication	<ul style="list-style-type: none"> <li>• Open and direct – communicates in a clear, courteous manner</li> <li>• Actively listens - can accurately summarise what others have said</li> <li>• Shows in tone of voice, body language and manner, an empathy with others - is sensitive and responsive to others' feelings and needs</li> <li>• Changes approach if the other person does not understand, or if communication is breaking down</li> <li>• Reads and accurately interprets written policies, procedures and instructions.</li> </ul>
Initiative	<ul style="list-style-type: none"> <li>• Takes responsibility for their duties with little or no oversight</li> <li>• Recognises and takes process improvement actions without being requested to do so</li> <li>• Is able to make autonomous decisions relating to their area of responsibility</li> <li>• Works without guidance</li> <li>• Takes responsibility for making decisions and takes actions relating to their work</li> <li>• Has the ability to refer to others when assistance is necessary</li> <li>• Handles problems with minimal guidance</li> <li>• Does not rely on others to get the job done</li> <li>• Times questions and requests for assistance carefully to avoid disruption of others.</li> </ul>
Teamwork	<ul style="list-style-type: none"> <li>• Is able to work effectively and co-operatively with others to achieve results or the wider team's goals</li> <li>• Actively commits to being part of a team</li> <li>• Proactively builds effective working relationships with other people</li> <li>• Values and acknowledges others input and expertise</li> <li>• Is willing to learn from others</li> </ul>

	<ul style="list-style-type: none"> <li>• Obtains ideas and opinions to help form decisions or plans.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Treats customers fairly and with consideration</li> <li>• Consistently presents themselves to customers in a professional and positive way – includes appearance, personal grooming and manner</li> <li>• Responds to phone calls, e-mails and correspondence within Service Level Agreements</li> <li>• Seeks to understand customers' needs and concerns</li> <li>• Gives accurate and helpful advice when customers or colleagues ask about products and systems</li> <li>• Keeps commitments made to others, or re-negotiates well before deadlines</li> <li>• Deals with customer complaints in a constructive and helpful manner.</li> </ul>

**Interactions:**

**Internal**

- Marlborough Sounds Marinas team
- Port Marlborough Staff

**External**

- Customers
- Visitors to the marina
- Contractors

**Skills, Qualifications and Experience:**

- An affinity/interest in with recreation, and preferably with boats and boating
- Must have a full NZ driver's licence; Heavy Trade licence would be an advantage
- Proven versatility, multi-tasking and able to deliver on different tasks
- Demonstrated experience in a customer service role – 2 years
- Common sense and a can-do attitude, practical and productive
- Physically and fit and active
- Good interpersonal and communication skills
- Willing and able to undertake physical tasks in all weathers
- Literate, numerate and computer literate to a level that enables him/her to undertake intermediate administrative tasks including accurate recording and relaying of messages, recording of data, simple computer tasks.