

ORTEGA NATIONAL PARKS (ONP)

JOB DESCRIPTION

Title: Boat Attendant

Reports To: General Manager

Department: Rental

Summary of Position:

Responsible for providing an extraordinary guest experience by offering friendly and courteous service as a safe boating experience.

Responsibilities:

Prepare the Boathouse for the day; string boats to dock; place life jackets in appropriate place outside, place cleaning supplies outside, bring trash receptacles to designated areas

Assist guests in the rental of boats; safely help load and unload guests from boats

Responsible for setting up signs and maps at the beginning of each day

Always be present on the dock and provide warm and friendly customer service to each guest

Ensure that boats are clean, batteries boarding boats

Ensure that bots are properly stowed and cleaned in the boathouse at the end of day

Ensure cleanliness of dock area (hosing down dock) at the beginning of the day and is clean of trash at the end of the day

Perform weekly upkeep/draining/cleaning of boats inside and outside boat shed; follow weekly cleaning schedule

Document damage to boats and report to Maintenance in a timely fashion

Assist in dining and common res; sweep, set up/breakdown chairs, open/close shutters, wipe down and sanitize all surfaces, empty trash, clean bathrooms, and consolidate trash into black containers

Help to ensure that windows and doors are all locked at close of business day

Understand Company's ISO management systems, policies, goals, and initiatives and meet the specific responsibilities within these areas.

Actively participate in creating a positive work environment, promoting team work

Follow all company safety procedures while handling the boat fleet and inform guests of safety expectations in a professional manner

Other duties as assigned

Position Requirements:

Excellent customer service and people skills

Must be able to work a variety of day, night, weekend and holiday shifts

Must be able to work independently with little or no supervision

Strong communication and interpersonal skills - must be able to read, write and speak English

Must be able to meet and/or exceed customer expectations

Ability to lift 25 lbs. frequently and up to 50 lbs. occasionally. Frequent bending, twisting, lifting and squatting will be required.

Knowledge and Experience:

Education: High School Diploma or equivalent required

Experience: Six months customer service and/or food and beverage experience preferred

While working, Ortega's policies and the actions of all employees will follow the guidelines and recommendations of the C.D.C., the U.S. Dept. of Health, and any mandates from local regulatory and health agencies regarding Covid19

Please apply on the company's website.

Stow Lake Career Center