

JOB DESCRIPTION

ASSISTANT WATERFRONT MANAGER

SUMMARY

- In the absence of the Waterfront Manager the Assistant Waterfront Manager is responsible for the day-to-day operation of the Welcome Center and all surrounding facilities. Ensuring all residents, guests, and visitors expectations and needs are met or exceeded.
- The Assistant Waterfront Manager is responsible for the scheduling of all seasonal Waterfront Staff from May through October. Ensuring the Welcome Center and surrounding beaches open and close in accordance with established hours.
- Assistant Waterfront Manager will ensure that the Waterfront area, boardwalk, all town parks, and the surrounding areas are kept clean of trash, debris, and litter, year-round.
- Assistant Waterfront Manager will communicate all problems, needs, issues, concerns, or repairs regarding the waterfront area to the Waterfront Manager, as they arise. Making minor repairs as needed.
- Assistant Waterfront Manager will enforce all Town Rules, Policies, and Procedures ensuring our visitors, guests, and residents are provided with a safe, enjoyable, family friendly environment.
- Assistant Waterfront Manager will be responsible for the set-up, staffing, and tear down of all town events.

GENERAL RESPONSIBILITIES As the Assistant Waterfront Manager you are responsible to:

- Be visible and available to the public, guests, residents, Mayor and town staff at all times.
- Ensure that the waterfront, boardwalk, pier, parks, and all surrounding areas are kept clean of trash and debris.
- Keep Waterfront Manager informed of any and all repairs to ensure a safe environment for our guests, visitors and residents.
- Make sure the beach and services of the waterfront are made comfortable to our guests, visitors and residents.
- Perform routine daily and weekly safety inspection checks.
- Effectively and accurately make reasonable and logical judgments and report and communicate information.
- Effectively communicate and maintain effective working relationships with other staff members and members of the public.
- Performs other duties as assigned.

GENERAL REQUIREMENTS
required to:

As the Assistant Waterfront Manager you are

- Prepare for seasonal opening and closing of the Welcome Center and Waterfront area to include cleaning, organizing, interviewing, scheduling, ordering, stocking and maintenance.
- Update and keep current all necessary forms used for daily operations including opening and closing procedures, daily assignment, shift turn in sheet, weekly accounting forms.
- Teach and instruct all Town Attendant personnel on proper Customer Service in accordance with Waterfront and Town Policies and Procedures.
- Teach Town Attendants how to deliver information to guests either at the welcome center window or on the waterfront.
- Teach Town Attendants how to address visitor and guest concerns and provide decisions and resources that facilitate problem resolution.
- Instruct Town Attendants on how to properly approach visitors and guests when addressing a town ordinance that pertains to the waterfront area.
- Communicate, inform and follow through with all Town Attendants regarding all events and activities and the responsibilities of the Attendants in participating.
- Assist the Waterfront Manager in training all Town Attendants in proper first aid and the Waterfront Emergency Action Plan. To include but not limited to medical procedures, weather emergencies, lost child or parent procedures, jellyfish and insect stings.
- Teach Town Attendants the proper etiquette, behavior, conduct and approach when dealing with vandalism, drunk and disorderly, nudity, noise and other unnecessary situations that may warrant a call to a police officer.
- Work closely with the Sheriff's Department and Town Safety Committees, Town Event Committees, etc.
- Conduct a yearly inventory of waterfront equipment.
- Open/Close and Clean the public restrooms located at the Welcome Center and Wetlands Overlook Park, seven days a week, year round.
- Open/Close the Wetlands Overlook Park, seven days a week, year round.
- Perform "Town Sweeps" (ride throughout the Town and pick up trash in the streets and at curb side) on Mondays and Fridays, as weather permits.
- Change the three Town Signs as required.
- Monitor and maintain the foot lighting along the boardwalk and pier, street lighting on Bay and Chesapeake and connecting streets and replace or report problems as soon as possible.
- Keep Callis Park cleaned and monitor playground equipment, monthly, for safety repairs.
- Monitor Walton Preserve for cleanliness periodically.
- Set up/Break Down and Oversee, seasonal and non-seasonal events and activities at the beach and Overlook park.

- Prepare, install, maintain, monitor and remove holiday decorations throughout the Town – generally November through January.
- Work with the Public Works department when needed.

Qualifications

- Must have a High School Diploma or GED.
- Two (2) years of experience in waterfront or parks operations, maintenance, administration, recreation or related field or equivalent combination of education and experience.
- Must be certified in First Aid & CPR or be able to obtain certification within 6 months of hire.
- Ability to lift 50 pounds.
- Must have Valid Driver's License.
- Must be available to work a varying shift to include nights, weekends, and holidays.