

PORTLAND

MARINA

Job Description: Berthing Master

Location	Portland, Dorset, UK
Salary	£20,000 to £20,800 p.a.
Job type	Permanent, Full Time Role (40 hours average per week)

About us:

boatfolk are the leading national UK marina operator with eleven locations around the country. Specialising in the leisure marine and small commercial sector up to 30.0m LOA, we provide mooring and boatyard facilities including commercial activities such as restaurants through to marine engineering.

Our operations also include a 500 berth marina, undercover dry stack together with a fully serviced boatyard pub/restaurant and a wide selection of on-site tenants.

We are seeking to recruit a Berthing Master to cover the day shift on a rota basis, as part of our marina operations. We are therefore looking for an enthusiastic individual to join our team to help deliver great customer service.

Your Role:

Reporting directly to the Marina Manager you will be one of the marina team with responsibility for various marina operations. The role will cover:

- Meeting and greeting berth holders and visiting yachts
- Fuel and visitor berth sales
- Overseeing marina boat movements including towing and the mooring of vessels
- Assisting with the boat lifting team including dry stack launch and recoveries
- Berth checks and recording of vessel movements and arrivals
- Dealing with customer enquiries via telephone and VHF radio
- Collection of berthing fees and payments for marina services
- Light maintenance duties on and around the marina

PORTLAND

MARINA

About You:

To be considered for the role of our 'Berthing Master' you must have good knowledge of the marine industry with strong communication and people skills and be able to demonstrate proven knowledge in the following:

- customer facing experience
- excellent communication and people skills
- a structured approach to your work, including the ability to prioritise and manage your time efficiently
- the ability to work under pressure whilst meeting customer expectations at peak operational times
- an interest in the boating and leisure marine industry and providing outstanding customer service

So, if you are an enthusiastic individual with great people skills and an ability to work well under pressure; and wants to work in a role that supports our organisation's aim to provide a brilliant customer experience, this could be the role for you. We look forward to hearing from you.

Some of the benefits:

- Salary up to £20,800 p.a. (dependent on experience)
- 21 days' annual leave plus Bank Holidays
- Pension scheme including a range of other staff benefits / Staff Incentive Scheme

To apply: In the first instance please send your CV to General Manager, Jon Eads at jone@boatfolk.co.uk

Applications deadline: Wednesday 14th July 2021

Interviews: Commencing 19th July