

Waterfront Manager – Town of North Beach

JOB TITLE:	Waterfront Manager
DEPARTMENT:	Waterfront
SUPERVISED BY:	Mayor
FLSA STATUS:	Exempt

The Town of North Beach is seeking an experienced Manager to oversee the operations of the waterfront, boardwalk, and park areas. While reporting directly to the Mayor, the Waterfront Manager will be responsible for the daily operations of the Welcome Center, waterfront, boardwalk, and park areas, as well as the training and supervision of all Town Attendants. Ideal candidates for this position will be highly motivated, very dependable and will possess strong leadership skills. To be successful as the Town of North Beach Waterfront Manager, candidates should be professional, polite, and attentive while also being accurate. The Waterfront Manager should always be prepared and responsive, must excel at both verbal and written communication, and should have a genuine desire to meet the needs of others.

The Waterfront Manager should always be visible and available to the residents, guests, Mayor, Town Council, and town staff. Ideal candidates for this position must be able to respond effectively to inquiries or complaints from the public, quickly and professionally diffuse escalating situations, and safely bring satisfactory resolution.

REQUIREMENTS

To perform this job successfully, the Waterfront Manager must show proof of demonstrated capabilities and related experience and/or training in a leadership, management or supervisory capacity and must have experience in community service or public engagement.

This position will require day, evening and weekend working hours and select holidays with the most active timeframe being the months of May through September.

This position requires a satisfactory background investigation to include a local, state, and federal criminal history check, and sex offender registry check. The candidate must have a valid driver's license with an acceptable driving record.

The Waterfront Manager will be comfortable and efficient in the use of computers, printers, and general office equipment.

CPR First Aid/AED certification is preferred. Certification may be completed after the candidate is hired.

In addition, the Waterfront Manager must be able to perform each Essential Job Duty satisfactorily. Please see Essential Job Duties section below.

PHYSICAL DEMANDS

To successfully perform the essential functions of this job, the Waterfront Manager is regularly required to stand, walk, sit, use hands to perform tasks, and frequently lift and/or move up to 20 pounds.

WORK ENVIRONMENT

While performing the duties of this job, the Waterfront Manager will be exposed to outside weather conditions.

SUPERVISORY RESPONSIBILITIES

The Waterfront Manager will hire, coach, counsel and dismiss the Town Attendants, when necessary.

The Waterfront Manager will be responsible for the training of the Town Attendants on daily job responsibilities, conflict resolution, beach pass software and the point-of-sale system.

While managing the Town Attendants, the Waterfront Manager will successfully motivate the team members and establish strategies to build team relationships.

ESSENTIAL JOB DUTIES

- Promptly and effectively communicate all problems, needs, issues and concerns regarding the waterfront area to the Mayor and the appropriate town staff. Maintain a favorable working relationship with the Mayor and town staff.
- Prepare and submit an annual budget to the Town Treasurer. Oversee expenditures and adhere to the annual budget.
- Prepare for the seasonal opening and closing of the Welcome Center and waterfront areas by cleaning, organizing, interviewing, scheduling, ordering, stocking, and maintaining all areas. Conduct a yearly inventory of waterfront equipment.
- Become efficient in the Click Tickets software and be able to assist staff and patrons as needed with beach pass purchases and troubleshooting. Follow up with any disputes on purchases.
- Become efficient in the Clover point of sale equipment and assist guests and staff with rentals and purchases. Complete all accounting paperwork for daily receipts that pertain to beach and fishing fees. Produce monthly reports from the point-of-sale system. Follow up with any disputes on purchases.
- Become efficient in the beach pass software and redesign beach passes for each new season. Assist staff and guests with creating new beach passes as necessary. Maintain an updated database of issued beach passes.
- Collaborate with town staff and committee volunteers to prepare for, set up, and dismantle events and activities. Lead the coordination of waterfront staff to work events and activities, as necessary.
- Perform routine daily and weekly safety inspection checks.
- Routinely communicate with the Department of Public Works regarding repairs to the waterfront and park areas to ensure a safe environment for the general public.
- Establish strategies to build community relationships by ensuring the open exchange of accurate information with the general public. Respond to and resolve citizen and guest inquiries and complaints in a prompt and professional manner.
- Remain abreast of upcoming events, public meetings, and important messages. Use this information to create short messages to be displayed on the three town signs.
- Monitor boardwalk activities, fishermen/women, beach guests, and general public to ensure proper behaviors and safety. Review security cameras on a daily basis and record and report necessary information. Work closely with the Calvert County Sheriff's Office, when necessary.
- Consistently display a positive attitude and remain knowledgeable of all activities and procedures, greet customers, answer phone calls in a timely manner, and return phone calls when necessary.
- Open and close the Welcome Center and restrooms as required.

- Update and maintain all necessary forms used for daily operations including opening and closing procedures, daily assignments, accounting forms, etc. Complete reports and distribute to the appropriate staff.
- Complete monthly reports to be presented to Mayor and Town Council during public Town Council meetings.
- Ensure that the waterfront areas and parks are kept clean of trash, debris, and litter year-round.
- With the assistance of town staff, create videos to be used for training future Town Attendants.
- Other duties as assigned by the Mayor.
- Perform the following duties as part of managing the waterfront staff:
 - Teach and instruct all Town Attendants on the responsibilities, conduct and duties while addressing the general public, Mayor, Town Council, and town staff.
 - Maintain a current Town Attendant Handbook that covers all rules, regulations, and dress code. Provide a copy of the handbook to each staff member. Promptly review and discuss any issues that require coaching, additional training, or improvement. Follow a disciplinary action plan, when necessary.
 - Clearly communicate ideas and expectations with Town Attendants. Encourage employees and help them understand their integral role in the operations of the waterfront areas of the Town of North Beach.
 - Ensure that all Town Attendants are following proper paperwork procedures as outlined in their job descriptions.
 - Issue security codes to Town Attendants and instruct the proper use of the Welcome Center alarm.
 - Teach and instruct all Town Attendants on the proper use of the beach pass software and the point-of-sale system.
 - Communicate with all Town Attendants their responsibilities for events and activities of which they are expected to participate.
 - Instruct Town Attendants on proper minor first aid and emergency situations.
 - Instruct Town Attendants on the proper procedures for lost children and stray animals.
 - Teach Town Attendants the proper etiquette, 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.
 - Teach Town Attendants how to deliver information to guests either at the Welcome Center or around the waterfront areas.
 - 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.