



DOCK STAFF

Summary:

Dock Staff are responsible for maintaining dock and adjacent areas, keeping the area free of debris and emptying trash containers. The Dock Staff handle mooring lines, set up signage and boarding lines, maintain control of the luggage cart area, loading and off-loading luggage and bicycles. Assist passengers and other staff as necessary.

Essential Duties and Responsibilities:

- Provide excellent customer service in all aspects of work responsibilities.
- Respond courteously and accurately to questions posed by the public. Seeks assistance from other staff, if needed, to find the correct answer for the inquirer.
- Greet customers and assist them with luggage, bicycles, and other belongings.
- Handle mooring lines upon arrival and departure of vessels (in conjunction with the security staff during the summer months).
- Ensure all boarding lines and signs are arranged properly and in a timely manner
- Secure the aft gangway (chain fall) as vessels arrive and depart.
- Make sure luggage carts are in appropriate areas with signs for loading luggage.
- Load and off-load luggage, bikes, and any other items on vessels, as required, on turnarounds (in conjunction with boat crew).
- Maintain control of the cart area and check tickets and reservations to maintain security.
- Make sure bicycles are ticketed and in appropriate areas to load on vessels.
- Maintain crowd control and organization of the area.
- Engage in general cleaning of dock area.
- Dispose of trash directly after boat arrivals and monitor shoreside trash receptacles. Empty as needed.
- Constant attention to sweeping, squeegeeing, snow and ice removal and general maintenance of docks, plaza, parking lots, grounds and lower level of terminal area including waiting areas, hallways, foyers and restrooms.

Other Duties:

Dock Staff may be asked to assist with or perform other duties as needed and/or assigned.

Licenses, Registrations, and/or Certifications:

None

Required Education and Experience:

High School Diploma or equivalent

Required Knowledge, Skills, and Abilities:

Exceptional customer service skills

Ability to effectively engage with others and speak clearly.

Ability to move luggage and other items from vehicle to luggage carts to vessels.

Ability to unload luggage carts, bicycles, and other items.

Job entails significant amount of walking and standing.

Must be able to safely perform the essential duties for the position, with or without, reasonable accommodation.

Typical Work Environments:

Primarily outside in parking/docking area or in parking booth or gazebo. Subject to all forms of weather. Marine environment, harborside and off-site parking areas.