

Marina Administrative Assistant



This role involves working with the operational management team, providing a range of administrative support, and completing marina specific paperwork.

The Administrative Assistant is the first point of contact for MTH Marina visitors – customers, slip holders, and trades. The person in this role is expected to...

Expectations:

- Professional demeanor in written, in-person, and on telephone.
- Ability to work on tight deadlines.
- Impeccable organization skills.
- Self-motivated and capable of working independently.
- Tech savvy and good with using multiple software such as Excel, Word, Outlook (proficient with spreadsheets).
- Lightspeed software knowledge an asset (MTH operating system).
- Knowledge of marine industry would be an asset.
- Provide superior customer service to internal and external customers.
- Perform administrative duties.
- Work cooperatively with coworkers and supervisors.
- Maintain regular and punctual attendance at work and be respectful of break allowances.
- Dip both fuel tank daily and keep accurate records.
- Ensure customer is always an immediate priority.
- Never leave a customer's inquiry unanswered; in an efficient and professional manner, ensure the customer is introduced to the next marina crew member who does have the answer.
- Deal with upset or unruly customers in a calm, effective, polite, and professional manner.
- Present a consistently friendly and helpful demeanor in person, on the phone and when responding to emails.

Education:

- 2 years minimum experience or an equivalent combination of experience (in an A/R role preferred) and education (in accounting or commerce).

Responsibilities and Duties:

- Respond to inquiries (in person, phone, email) in a professional and timely manner (i.e. check phone messages as soon as they are left).

- Understand customer needs and respond proactively.
- Effectively and efficiently schedule and process spring boat launching, winter storage, and vessel/snowmobile rentals and process services (familiarity with Excel an asset)
- Communicate and work with the marina staff to ensure smooth delivery of services.
- Maintain and update customer records (contact info, slip agreements, insurance/liability documents, credit card info, AR accounts).
- Accurately prepare invoices and statements and obtain supervisor approval before processing payments.
- Accurately process purchase orders, packing slips and invoices.
- Complete point of sale transactions.
- Maintain records and filing of relevant administrative documents in a secure and professional manner.
- Order inventory as required (sundries, office supplies, shop supplies) in consultation with supervisor.
- Update inventory on Light Speed as required.
- File all point of sale receipts, packing slips and invoices immediately after processing.
- Reconcile cash and credit card payments daily.
- Follow up on outstanding accounts in accordance with established procedures.
- Perform other duties and responsibilities as assigned.

Personal:

- Take pride in work quality, workspace organization and personal hygiene.
- Observe the uniform (MTH t-shirts/sweatshirts and steel-toed footwear) and maintain a professional appearance.
- Observe marina's no smoking policy.
- Never come to work intoxicated (alcohol and drug impairment are an issue of safety).
- Participate in training and development (i.e. First Aid training).
- Work cooperatively with supervisors and crew.

Other Details:

- position is FULL TIME, permanent
- 40 hours per week
- Ability to commute
- \$20-\$24 per hour based on experience
- Benefits package
- Vacation pay
- Incentive for year end bonus based on job performance and marina's year end
- Annual wage review
- Annual performance review