



Dockmaster

Are you a marina professional who is passionate about customer service?

If so, then you might be the perfect fit to join our team in Sydney's Boating Paradise.

As a fulltime Dockmaster you will enjoy a dynamic and diverse position, encompassing responsibilities across client services, operations, marina & yard duties, fuel service management, and office administration.

Your primary goal will be to ensure an exceptional client experience while maximizing the marina's potential through proactive business identification and development in the marina, boatyard, and fuel services.

You'll be tasked with maintaining the facility's professional presentation and ensuring the safety of clients in line with marina environmental policies and regulations. Collaborating closely with the Empire Marina yard and administration team is essential for smooth operations and delivering an exceptional client experience. This is a shared role to ensure comprehensive 7-day coverage, necessitating flexibility in working hours, including weekends, midweek shifts, and public holidays. Your days will be Sunday - Thursday each week.

Key duties and requirements include:

- Possession of a current car and boat license, along with boat handling experience. As we are located in Ku-ring-gai National Park, you must have your own transportation – there is no public transport available
- Proficiency in all aspects of marina berth management
- A strong focus on delivering excellence in customer service with a proactive work ethic
- Sales and stock handling expertise
- Identifying and capitalizing on yield opportunities for marina berths, and boatyard facilities
- Experience with MS Outlook, Excel & Word, and familiarity with marina berth booking software is advantageous
- A team-oriented mindset with flexibility in approach to work
- Salary will be commensurate with experience
- Commitment to safe work practices and Workplace Health and Safety (WHS) standards
- High attention to detail and accuracy in data entry
- Strong problem-solving abilities

If you're passionate about the marine industry and eager to join a team of dedicated professionals, we invite you to apply now!

All applications to be in writing together with full resume of work experience emailed to jordy@empiremarinas.com.au

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