



EXHIBIT A-JOB DESCRIPTION

Job Title: Guest Services / Marina Operations

FLSA Status (US Only): Exempt

Reporting to: General Manager

Summary:

The Operations Administrator (OA) of the Front Office and Guest Services is responsible for Assisting IGY accounting and the marina management team with various administrative tasks including general accounting requirements, filing, billing, training logs, third-party service contracts, accounts receivable, accounts payable, among other administrative duties. In addition, the OA assists with the overall delivery of courteous and professional services to guests visiting the property or marina. . The position entails assisting with the daily administration of support services.

Essential Duties and Responsibilities include the following (other duties may be assigned):

- Works with marina management to ensure that check-in and check-out procedures are strictly adhered to and are carried out courteously, efficiently, expeditiously, and without error.
- Identifies and resolves billing and administrative operational issues and problems.
- Provides guests with a courteous and professional experience when visiting the property.
- Ensures that all charges and payments are correctly entered on the guests' invoices and that this is always up to date.
- Ensures that credit control procedures, cash collections, check receipt, and other payment exchange methods are strictly adhered to per company policies.
- Ensures that all guest accounts are balanced daily.
- Ensures that all daily opening, daily closing, and month-end closing procedures - as defined and updated by IGY corporate finance occasionally – are completed to a high degree of accuracy.
- To ensure effective communication and teamwork between all facility departments (e.g. dock master, dockhands, security, maintenance, etc.).
- Ensures USCG compliance, security declarations, and emergency response vendor records are kept up to date.
- Adheres to and upholds all marina health and life-safety protocols and actively participates in all related training exercises and drills.
- Manages, supports, and administers all required internal and IGY reporting including utility files, fuel inventory files, marina key metrics, occupancy data, revenue analysis, etc.
- Ensures that the marina office and its contents are always properly secured and protected.
- Ensures that all enquiries, messages, restaurant reservations, concierge requests, etc. are dealt with courteously and efficiently.
- Implements and promotes the IGY guest feedback system to help identify and resolve problems or guest complaints in a structural manner.
- Ensures that guest reception areas are always clean and tidy and not in need of repairs.
- Ensures that incoming and outgoing telephone calls are handled promptly, correctly, and courteously.
- Orders and maintains adequate inventory of office equipment and supplies.



- Tracks office and parking security provisions if applicable.
- Is the contact point for ensuring that all vendors doing business with marina guests are properly registered with proof of insurance updated and all vendors servicing the business have complete vendor accounts (W9, etc.).
- Ensures all administrative operations are running smoothly and policies/procedures are being followed.
- Creates and analyzes office practices and procedures within corporate guidelines to manage and improve all ongoing office reporting and efficiency and effectiveness of assigned operations.
- Responsible for ensuring compliance with established corporate standards.

Supervisory Responsibilities:

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Associate degree (A.S.) preferred and/or a combination of 5 years of service experience in increasingly complex roles, including accounting or billing supervisory experience.

Language Ability:

Excellent command of the English language required. Spanish is also preferred but not required.

Required Skills:

Advanced skills in spreadsheet/word processing software packages; intermediate skills in Power Point and/or graphics/publication software and Outlook.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the incumbent works in a typical office environment. The noise level in the work environment is usually quiet to moderate.



Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and occasionally required to stand; regularly use hands to finger, handle, or feel; reach with hands and arms; occasionally stoop, crouch; regularly talk or hear. Continuous and frequent use of the computer, printer, keyboard and other related equipment. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

Name: _____

Date: _____

