



## EXHIBIT A -JOB DESCRIPTION

---

Job Title: Office Manager/Marina Operations  
Job Family: Administration  
FLSA Status : Exempt

---

### Summary:

The Office Manager of Marina Operations(OM) is responsible for the overall delivery of courteous and professional services to guests visiting the property or marina. The OM upholds company policies to employees and enforces company policies and practices. The position entails supervising the daily operation of support services in addition to overseeing and performing essential administrative support tasks for the office and facility.

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

- Ensures proper manpower levels are available to handle workload of the front office staff by means of effective scheduling and cross training.
- Ensures that check-in and check-out procedures are strictly adhered to and are carried out courteously, efficiently, expeditiously, and without error.
- Assists with the developing and execution of comprehensive operating plans for marina and provisioning operations including all program requirements, labor hours, cost controls and operating costs.
- Identifies and resolves operational issues and problems.
- Provides guests with a courteous and professional experience when visiting the property.
- To ensure effective communication and teamwork between all facility departments (e.g. dock master, dockhands, security, maintenance, etc.).
- Ensures that all charges and payments are correctly entered on the guest's 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.
- Adheres to and upholds all marina health and life-safety protocols and actively participates in all related training exercises and drills.
- 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.
- Ensures that luggage, mail, messages, packages are delivered to and collected in a timely manner.
- 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.
- Observe and evaluate workers' appearance and performance to ensure quality service and compliance with specifications.
- 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 contact point for all vendors for facility and administrative operations including kitchen and office suppliers, furniture, equipment, stationery/business card supplier, off-site storage, etc.



- Is contact point for all facility related issues including security, cleaning, supplies, equipment, painting, phones, 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 all ongoing office reporting and improves efficiency and effectiveness of assigned operations.
- Manages, supports, and administers all required internal and IGY reporting including utility files, key metrics, occupancy data, revenue analysis, etc.
- Ensures that marina office and its contents are always properly secured and protected.
- Assists IGY accounting and the marina management team with various administrative tasks including general accounting requirements, permit/license tracking and filing, training logs, third-party service contracts, accounts receivable, accounts payable, etc.
- Responsible for ensuring compliance with established corporate standards.
- Other duties assigned by the General Manager.

### **Supervisory Responsibilities:**

Manages at least 2 subordinate employees. Responsible for the overall direction, coordination and evaluation of subordinate employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

### **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:**

Associates Degree (A.S.) preferred and/or a combination of 5 years of service experience in increasingly complex roles, including supervisory experience.

### **Language Ability:**

Excellent command of the English language required.

### **Computer 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.

By: \_\_\_\_\_

Date: \_\_\_\_\_