



## JOB DESCRIPTION

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<b>Job Title:</b>	<b>Director of Marina Operations</b>
<b>Reporting to:</b>	<b>Regional Director – Middle East</b>
<b>Location:</b>	<b>Ras Al-Khaimah - UAE</b>

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### **Summary:**

Responsible for the overall management of the marina to ensure seamless integration with the larger Wynn Al Marjan Island Resort, safe, secure, efficient and profitable operations while enforcing the company's policies and procedures established at the property.

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

- To represent the Resort in all matters relating to the business relationships required to successfully operate the property and do so in a professional and responsible manner.
- Maintains continual communication with customers, vessels, the resort, the marina office, and other departments to ensure timely and efficient daily operations, dock arrivals, dock departures, including daily radio contact as well as sharing information toward slip usage planning.
- Routinely greets all arrivals and anticipates customer needs and providing such within marina's ability to perform; assists guest services by promoting timely departure with vessel; advises guest services of any changes or requests from vessel.
- Promotes the resorts services, amenities, and local available interests to marina guests to enhance their experience.
- Manages all guest financial transactions (including the receipt of deposits), verifies credit status and issues with charge cards-where applicable, computes final bills and collects appropriate payments.
- Ensures that all staff members are always properly dressed in uniform, groomed, and presentable to the highest standards.
- Coordinates the ordering and purchasing of necessary supplies and materials for the marina team. Keeps records of all transaction receipts and purchase orders.
- Attends various trade shows, exhibitions, conferences, and other related industry events to help promote the facility in accordance with specific business and marketing agendas.
- Supervises and coordinates activities of all marina staff regarding marina and facility guests.
- Meets established quality standards for all marina related operations; ensures that recognized standards are maintained, and that quality and delivery commitments are met.
- Develops and executes comprehensive operating plans for marina and provisioning operations including all program requirements, labor hours, cost controls and operating costs.
- Achieves marina-operating budget; ensures effective control of operating results and takes corrective action to guarantee the achievement of marina operating objectives.
- Reviews production and operating reports and directs the resolution of operational and maintenance problems to ensure minimal costs and to prevent operational delays.
- Coordinates marina operations to obtain optimum occupancy and revenues.
- Oversees and directs maintenance personnel and workers engaged in capital projects, equipment installation, facilities equipment repair, and preventive maintenance.

- Oversees and directs security personnel and ensures that the facility is secure 365 days a year, 24 hours a day.
- Requisitions supplies and equipment within budgetary restraints.
- Answers guests' complaints and resolves problems.
- Ensures staff are scheduled efficiently and according to operational workload within budgetary restraints.
- Liaise with third parties such as upland tenants, government agencies, and vendors.
- Ensures that staff, guests, and contractors enjoy a safe environment with no inherent hazards.
- Assists overseeing the facility's marketing campaign and associated decisions. Coordinated with the IGY Marketing team on revenue producing events for the marina properties.
- Supports the completion of all necessary facility and IGY related reports to include but not limited to, Anchor Club Points Tracker, Weekly Sales Pace Reports, Key Metric Reports, Revenue Sales Tracker, Dockage Log, etc.

### **Supervisory Responsibilities:**

Oversees employees ensuring alignment with applicable policies and laws. Responsible for the overall direction, coordination, and performance evaluation of the team. Key responsibilities include interviewing, hiring, and onboarding employees; planning, assigning, and supervising work; conducting performance appraisals; recognising achievements and managing disciplinary actions as well as effectively addressing concerns and resolving issues.

### **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:**

Bachelor's degree (B.A.) from four-year college or university and three years related experience and/or training; or equivalent combination of education and experience. Must have general knowledge regarding vessel operation, marina functions, and hospitality.

### **Required Skills:**

To Perform this job successfully, an individual should have knowledge of Word Processing software, spreadsheet software, experience with marina reservation systems preferred.

### **Certificates and Licenses:**

Valid Driver's License

### **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 employee is regularly exposed to outdoor weather conditions. The employee is frequently exposed to work near moving mechanical parts, fumes or toxic and caustic

chemicals. The employee is occasionally exposed to work in high, precarious places with a risk of electrical shock. The noise level in the work environment is usually 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 stand, walk, climb, balance, bend, kneel or crawl. They must regularly lift and/or move up to 50 pounds and are occasionally required to sit.

Name: \_\_\_\_\_

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