

Position: Marina Attendant (Seasonal)	Page: 1 of 3
Reports To: Recreation Facilities Supervisor	Date: January 2026
This Job Description is: <input type="checkbox"/> New <input type="checkbox"/> Existing <input checked="" type="checkbox"/> Revised	

Job Summary:

To assist with the daily operations and maintenance of the Lakefield Marina ensuring efficient use of the facility services.

Duties and Responsibilities:

1. Provides customer service, including handling inquiries, assisting seasonal/transient boaters to tie up and cast off from dock and/or mooring wall, and provides general marina information.
2. Assists in the operation and maintenance of marina services ensuring that facilities such as the dock and wharf areas, office and canteen area, washrooms, and gardens are kept safe and clean at all times and the waste management systems are emptied, as required.
3. Assists with managing the online reservation system and check-in/check-out processes, ensuring an exceptional visitor experience. Ensures that daily dockers and transient boats are registered, collects completed registration forms and the appropriate fees and ensures boats are docked in the appropriate location.
4. Responsible to provide an update to staff at shift change advising of any issues and/or matters that require attention.
5. Responsible to communicate in a timely manner, with the Marina Operations Lead, Recreation Services Coordinator and/or Recreation Facilities Supervisor, advising of any issues and/or matters requiring attention, including but not limited to complaints brought forward by boaters and users of the marina.
6. Responsible to inspect marina building, grounds and docks on a daily basis and reports any problems or emergency situations directly to the Marina Operations Lead, Recreation Facilities Supervisor and/or Manager of Recreation Services.
7. Responsible to inform the Marina Operations Lead when supplies (canteen items, ice) hardware, or maintenance items are required for the day-to-day operation and maintenance of the campground facilities, are in low supply and require purchasing.
8. Provides pump-out service to boaters, ensuring that the relevant procedures are followed when servicing a boat.

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Duties & Responsibilities: (Cont'd)

9. Operates the snack bar, prepares and serves food, snacks, and refreshments ensuring all health regulations are adhered to.
10. Accurately enters each transaction into the cash register, counts, reconciles and records daily cash for deposit.
11. Produces and maintains any forms, records, reports and correspondence as required.
12. Ensures the confidentiality of all information in accordance with the Municipal Freedom of Information Act.
13. Responsible to adhere to the Occupational Health and Safety Act and the Municipal Health and Safety Policy.
14. Records and communicates to the Recreation Facilities Supervisor any incidents or situations that may be hazardous to the public.
15. Responsible to immediately advise their supervisor or staff person on call of emergency situations or equipment breakdowns.
16. Produces and maintains any forms, records, reports and correspondence as required.
17. Ensures public safety at all times by following safety procedures and eliminating hazards.
18. Ensures the confidentiality of all information in accordance with the Municipal Freedom of Information and Protection of Privacy Act.
19. Responsible to adhere to the Occupational Health and Safety Act and the Municipal Health and Safety Policy and any other relevant policies/legislation.
20. Performs other duties and carries out special projects as assigned.

Supervision:

This position does not require the incumbent to supervise or direct the work of others.

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Contacts:

Internal: With the Manager of Recreation Services, Recreation Facilities Supervisor, and co-workers for the purpose of obtaining and sharing information to complete work assignments.

External: With the general public to provide information, ensuring polite and tactful relations.

Working Conditions:

Working predominately outdoors and requires good physical condition with the ability to handle some physical efforts and exertion in a marina environment.

Exposure to hazards and inclement weather conditions.

Job Knowledge:

One year customer service experience.

Must have ability to handle cash, debit and credit card payments and operate a cash register, debit and/or credit card machines.

Good swimming skills required. Lifesaving training and/or certification would be an asset. CPR and/or First Aid training considered an asset.

Knowledge of the local waterway and the boating/marina industry preferred.

Food Handler certification considered an asset.

Key Competencies:

- Communication
- Customer Focus
- Initiative
- Interpersonal Skills
- Quality Service Orientation
- Teamwork and Cooperation