



# EMPLOYMENT OPPORTUNITY

## Lead Boat House Attendant

*Full-Time, Seasonal, Summer 2019*

Reporting to the Communications & Customer Care Representatives and Administrative Manager, the Lead Boat House Attendant is responsible for the efficient operation of the boat house, including, but not limited to, equipment rentals, rule enforcement and general upkeep. The Lead Boat House Attendant is also responsible for providing support and backup to other Boat House Attendants when required.

### Hours of Work

Mandatory training beginning May 6, 2019. Regular hours beginning May 17, 2019, including evenings and weekends until September 2, 2019. Earlier start date depending on weather & lake conditions.

### Specific Duties

- ✓ Provide exceptional customer service and portray a professional manner
- ✓ Effectively respond to customer inquiries
- ✓ Check boats and equipment in and out for residents, assist them boarding and disembarking watercraft.
- ✓ Keep all boathouse items (lifejackets, equipment, etc.) organized
- ✓ Complete daily boat, equipment, waterfront inspections
- ✓ Complete appropriate forms in regard to park usage, equipment rentals, guests, etc.
- ✓ Enforce all Auburn Bay Residents Association rules
- ✓ Monitor Picnic Shelter rentals and beach area
- ✓ Assist with setup and organization of programs and special events
- ✓ Assist with cleaning duties
- ✓ Required to work both Saturday, July 20 & Sunday, August 11 for the ABRA Special Events
- ✓ Be an effective public relations person for the ABRA and communicate effectively and courteously with staff and customers
- ✓ Educate and promote water safety to patrons whenever possible by using water smart materials
- ✓ Ad-hoc patrols of the waterfront to ensure compliance with rules and regulations.
- ✓ Other reasonable duties as required

### Qualifications

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| ✓ Excellent people skills; Excellent communications skills | ✓ Ability to work independently              |
| ✓ Experience in a customer service role                    | ✓ Ability to take initiative                 |
| ✓ Proven leadership experience                             | ✓ Must be able to lift up to 50lbs           |
| ✓ General computer knowledge                               | ✓ Confidence in high stress situations       |
| ✓ Attention to detail                                      | ✓ Commitment to safety                       |
| ✓ Ability to work with others and take direction           | ✓ Satisfactory criminal background check     |
|  | ✓ CPR & First Aid Certification is an asset. |

### How to Apply

Please forward your cover a letter with wage expectations and resume to:

By Email: [communications@auburnbay.org](mailto:communications@auburnbay.org)

By Fax: (403) 930-6456

Position will remain open until a suitable candidate has been selected.

We thank all applicants, however only individuals selected for interviews will be contacted.