



# HUMAN RESOURCES DEPARTMENT

City of Burlington

200 Church Street, Suite 102, Burlington, VT 05401

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## WATERFRONT OPERATIONS SUPERVISOR PARKS, RECREATION AND WATERFRONT

**POSTING DATE:** May 27, 2016  
**RATE OF PAY:** \$21.9116/hour  
**EXEMPT/NON-EXEMPT:** Exempt

**DEADLINE TO APPLY:** Open Until Fill  
**POSITION STATUS:** Regular Full Time  
**CLASSIFICATION GRADE:** 16  
**UNION:** Non-Union

### APPLICATIONS CANNOT BE ACCEPTED AFTER THE DEADLINE DATE

This position is responsible for the daily operation, coordination and daily maintenance of the Burlington Community Boathouse, Perkins Pier, Gate Operations, Burlington Harbor, Waterfront Park, Skate Park, and supports daily operations within other parks and facilities as necessary. Also responsible for long term parking management and marina development planning.

### **ESSENTIAL JOB FUNCTIONS:**

- Ensure proper handling of daily cash receipts/deposits for seasonal and transient slip rentals and parking receipts across the waterfront. Supervise the daily point of sale transactions of dockmasters, gate attendants and inland seasonal supervisors.
- Assist in various budget tasks, including but not limited to, expenditure control, revenue forecasting, fee increases, monitor overtime, solicit quotes for capital improvements, price parts and supplies, while ensuring that operating budget is kept within expected levels. Recommend to Waterfront Manager annual budget appropriations for seasonal staff and gate operations, fee increases and revenue forecast for marina and gate operations.
- Provide daily, weekly, monthly, quarterly and annual usage reports to the Waterfront Manager on marina, park and gate operations.
- Assist in the operations of the Burlington Harbor, including but not limited to, inspection and light maintenance of docks, buoys, and moorings using department vessels. Schedule and effect daily arrival and departure of transient and seasonal boaters.
- Perform tasks related to automated parking systems, including but not limited to, maintenance of unit, supervising parking lot flow, recommending operational changes and ensuring timely cash deposits of kiosk units.
- Recruit seasonal staff for waterfront and gate operations. Responsible for seasonal employee development and ability to recommend discipline or termination of seasonal positions.
- Assist in the scheduling of seasonal staff to cover all shifts and special events.
- Develop training materials and schedules for approval by the Waterfront Manager. Implement training and supervise seasonal staff for waterfront operations, including the use of the harbormaster boat, point of sale computer systems, cash registers, MSDS, golf cart tractors, hand tools, materials etc.
- Supervise proper collection and disposal of solid waste, recyclables and compostable materials from park facilities.
- Schedule and aid in the collection of water samples at municipal beaches to ensure safety of users. Report findings to other staff members, as well as log and maintain records.
- Conduct daily on-site inspections to ensure the cleanliness, operability and safety of parks and facilities.
- Aid the Buildings and Events Maintenance Specialist and Event Coordinator with special event set-up and breakdown, and schedule adequate seasonal staff when necessary.
- Assist in the setup and breakdown of facilities at the beginning and end of the season.
- Daily management of seasonal boat slip and mooring waitlists database and revenues. Regularly maintain and update the waitlist through annual renewal notification. Evaluate and set renewal fees for all lists.
- Evaluate, determine and execute proper slip changes for seasonal boaters.
- Aid in the development and implementation of boater community events and other programmatic activities in the marina environment.
- Maintain working records related to Federal, State and local laws, regulations, guidelines and OSHA/VOSHA safety standards.
- Serve as software support for financial accounting, social media and software related to facility management.
- Respond to inquiries regarding facility and park uses, resolve conflicts that arise between users with competing agendas or needs, convey and enforce facility rules, etc. Successful mitigate any user issues that may arise through direct communication and effective customer service methods.
- Maintain a preventative maintenance program on all machinery and equipment within the facility.
- Maintain appropriate inventory of supplies for the marina, gates and kiosks, restroom facilities and waterfront parks. Provide expense reduction alternatives when relevant.

### **QUALIFICATIONS/BASIC JOB REQUIREMENTS:**

- Associate's degree in Business Management, Sport Management or Recreation Management, Marina Management or similar degree with 1-3 years in comparable experience required with at least one year in a supervisory or leadership capacity preferred. Additional experience may be substituted for a degree requirement on a two-for-one year basis.
- 3-5 years of direct experience in marina operations required with preference given to public marina operations.
- Experience working effectively with the public.
- Ability to act as an ambassador of the Burlington Waterfront area to ensure the safety and enjoyment of all users in line with the Department's goals and objectives.

- Ability to obtain and maintain a valid driver's license and boating license required.
  - Ability to operate on a highly proficient level in a Windows based operating system using word-processing, spreadsheets and database software required.
  - Ability to manage multiple tasks in a fast paced, high stress environment in a professional manner.
  - Ability to communicate effectively and professionally both orally and in writing.
  - Ability to provide professional and courteous customer service.
  - Ability to work in and around water required.
  - Ability to operate and monitor 2-way radio.
  - Ability to manage ever-changing situations quickly and reasonably required.
  - Ability to routinely work nights, weekends and holidays
  - Ability to actively support City diversity, equity, and cultural competency efforts within stated job responsibilities and work effectively across diverse cultures and constituencies.
  - Demonstrated commitment to diversity, equity and inclusion as evidenced by ongoing trainings and professional development.
  - Regular attendance is necessary and is essential to meeting the expectations of the job functions.
  - Ability to understand and comply with City standards, safety rules and personnel policies.
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**To Apply: Submit cover letter, resume and a City of Burlington Application to:** Human Resources Department, 200 Church Street, Suite 102, Burlington, Vermont 05401 or via email to [jobs@burlingtonvt.gov](mailto:jobs@burlingtonvt.gov) . To obtain an application or for more information about the City of Burlington, please see our website: [www.burlingtonvt.gov/HR](http://www.burlingtonvt.gov/HR) . The City of Burlington will not tolerate unlawful harassment or discrimination on the basis of political or religious affiliation, race, color, national origin, place of birth, ancestry, age, sex, sexual orientation, gender identity, marital status, veteran status, disability, HIV positive status or genetic information. The City is also committed to providing proper access to services, facilities, and employment opportunities. For accessibility information or alternative formats, please contact Human Resources Department at 865-7145.

**WOMEN, MINORITIES AND PERSONS WITH DISABILITIES ARE HIGHLY ENCOURAGED TO APPLY. EOE.**