

**TWIN LAKES MANAGEMENT COMPANY**

**BARGE-MOORING TECHNICIAN**

FLSA Status – Non Exempt

**DEFINITION:**

Under direct supervision of the Chief Operating Officer, the Barge-Mooring Technician will perform a wide variety of marina and lake services including mooring and dock maintenance, on the lake services, boat fueling, dock maintenance/cleaning, pump outs, rental boat cleaning, renter orientation, while providing exceptional customer service. Perform other duties as assigned.

**ESSENTIAL FUNCTIONS OF THE POSITION:**

- Fulfill customer requests, including but not limited to: fueling, cleaning, pump outs, trash removal, etc. while providing exceptional customer service.
- Perform manual routine and preventive maintenance on mooring lines.
- Perform dock repairs, both preventive and general maintenance.
- Assist customers with transportation requests on and off the lake.
- Perform inspections of the lake, looking for obstacles, ensuring Lake Signage is in good repair and appropriately placed.
- Maintain cleanliness of dock and boat rental units, including restroom cleaning, trash removal, sweeping, inventory refill, etc.
- Perform rental inspection and conduct renter orientation on all rented equipment, prior to being driven by the renter. Ensure renters understand how to operate equipment and lake rules.
- Perform other duties as requested, directed or assigned.

**QUALIFICATIONS:**

Any combination of experience and education that would prepare the candidate for the duties and responsibilities of the position is acceptable.

**Education:**

- Graduation from high school.

**Experience:**

- Three (3) to five (5) years experience performing maintenance on mooring lines.
- One (1) to two (2) years working in a customer service driven environment.
- Familiarity with dock fueling, pumpout, mooring, and utility systems is a plus.

**Ability to:**

- Provide exceptional customer service to our patrons. Manage difficult or emotional customer situations; Respond promptly to customer needs; Solicit customer feedback to improve service; Respond to requests for service and assistance; Meet commitments.
- Communicate effectively with vendors, co-workers and the general public.
- Multitask and meet several co-equal comprehensive work product schedules with co-equal deadlines and target deliverable dates.
- Generate creative solutions
- Identify and resolve problems in a timely manner; gather and analyze information skillfully; Develop alternative solutions; Work well in group problem solving situations; Use reason even when dealing with emotional topics.

**Knowledge of:**

- Mooring line maintenance.
- Dock Fueling Operations

## BARGE-MOORING TECHNICIAN

- Vessel Pump-out Operations
- Dock Utility Systems
- General Facilities Maintenance

### **Necessary Special Requirements:**

- A valid California Class C Driver License and the ability to maintain insurability under vehicle insurance program.
- Abide by all policies, guidelines and rules.

### **ENVIRONMENTAL FACTORS:**

- Exposure to the sun: 90% or less work time spent outside a building and exposed to the sun.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.
- Work performed in an outside environment over, on, or near water

The mental and 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:

### **ESSENTIAL MENTAL ABILITIES:**

- Exercise independent judgment.
- Self directing and organized.
- Reason objectively.
- Assess, project and plan work activities on a daily and weekly basis.
- Interpret state/ federal/agency regulations.
- Document concisely, accurately and timely.
- Handle a variety of duties which may be interrupted or changed by immediate circumstances.

### **TYPICAL PHYSICAL DEMANDS:**

- Operate District vehicles and equipment to perform job.
- Must be able to push, pull, reach, and lift equipment and parts weighing up to fifty (50) pounds.
- Stoops, kneels, crouches, crawls, and climbs during field maintenance and repair work.
- Works in an environment with exposure to dust, dirt, and/or weed abatement chemicals, and significant temperature changes between heat and cold.
- Communicates orally with staff in face-to-face, one-to-one settings.
- Regularly uses a telephone and radio for communication.
- May sit or stand and walk on uneven terrain for extended time periods.
- Hearing, vision, and eye-hand coordination sufficient to operate heavy equipment foot and hand controls and to maintain good awareness during maintenance and construction jobs.

Sitting/Standing:	Remains in a standing position for up to eight (8) hours per day
Hands/Arms:	Uses arms and hands frequently throughout the day.
Lifting:	Raises and lowers boxes and supplies up to fifty (50) pounds.
Stooping:	Bends body downward and forward by bending at the knees or waist
Talking:	Expresses ideas and shares information by means of spoken work in person and by telephone.
Hearing:	Hears well enough to receive communications in person and by telephone.
Vision:	Reads written and video messages for up to eight (8) hours per day. Operate vehicles.