



COMMUNITY BOATING CENTER BELLINGHAM BAY

Community Boating Center
555 Harris Ave.
Bellingham, WA 98225
360-714-8891
Boatingcenter.org
Info@boatingcenter.org
EIN 20-4946594

2020 Operations Staff Position Description

Our Mission: The Community Boating Center (CBC) fosters small-watercraft education, access, safe recreation, and marine stewardship on Bellingham Bay.

Our Story: Our programs and services are available to all ages and backgrounds. We teach to US Sailing and American Canoe Association standards through a variety of on-land and on-water courses. We offer adult and youth sailing and kayaking group classes, as well as private lessons, guided tours, and week-long youth camps. Our services include daily boat rentals throughout the summer, as well as year-round dry moorage. The CBC was founded in 2006 and is supported by a robust community of donors, business and foundation support, community partners, students, volunteers and tenants.

Position Description: Community Boating Center waterfront operations positions are dynamic roles, responsible for a variety of tasks within all aspects of the organization's business and mission. Operations staff handle daily tasks involving boat rentals, merchandise sales, operations volunteers, Port of Bellingham moorage, tenant moorage, and the front desk - serving as the face of the CBC for all visitors. Operations staff work with instructors and managers to ensure safety in the boatyard and on the water, and provide support to programs.

This position reports to the Operations Manager. The hourly wage is \$13.50-15/hour DOE. After one year of employment and reaching a gross pay of at least \$5,000, all CBC employees have access to a SIMPLE IRA retirement plan. The CBC will match up to 3% of an employee's salary within that plan. Employees may choose a lesser %, or up to 6%, to be withheld from their paycheck, to invest in the fund.

Position Term: May – September, 15 - 32 hours/week, with approx. 10 training hours in April. Hours are based on customer demand and weather conditions. **Ability to work weekends and evenings is a must.** This position has the potential to grow depending on business needs. This is a seasonal position. The Community Boating Center is an equal opportunity, at will employer.

Area of Responsibility:

- Conduct point-of-sale transactions with customers
- Ensure safety on and off the water by adhering to best safety practices
- Manage Port of Bellingham nightly and monthly moorage by monitoring vessels and collecting payment
- Manage vessel reservations
- End-of-shift accounting and reconciliation of sales
- Respond promptly and professionally to phone calls, messages and emails
- Keep shift reports and boards current on fleet, class and operation details
- Clean and maintain vessels and equipment
- Assist customers with preparing vessels and safety equipment prior to being on the water
- Assist customers with cleaning and storing vessels and equipment
- Yard sweeping and maintenance
- Clean changing room and bathroom, and handle trash and recycling as needed
- Conduct safety boat shuttle to vessels for renters and participants in CBC classes

- Provide towing and rescue support as needed
- Provide a professional and welcoming “face” for the CBC
- Support a connected community of boaters by fostering customer connections whenever possible
- Represent and communicate the CBC’s mission to all customers
- Contribute to operations report at end of the season
- Serve as a healthy, professional role model for your customers and for your peer colleagues
- Other duties as assigned

Required Knowledge, Skills, & Abilities:

- Current CPR/First Aid/AED Certification (can be obtained after hire and before programs begin)
- Washington State Boaters Card (can be obtained after hire and before programs begin)
- Must successfully pass required criminal background checks
- Must have a current driver’s license and a clean driving record
- Excellent communication skills: in person, over the phone, and by email
- Ability to work weekends and evenings
- Ability to think critically and quickly respond to situations with safety as a priority

Preferred Knowledge, Skills, & Abilities:

- Instructor certification or experience in sailing, kayaking or related outdoor sport
- Experience operating a safety boat connected with races and/or recreational boating
- Experience driving a truck with trailer
- Experience with different types of small vessels such as those found in the CBC’s rental and safety fleet
- Group leadership skills
- Engaging communication and storytelling techniques
- Local knowledge of marine ecology and/or community history
- Local knowledge of maritime weather, wind, tide and current resources
- Motivation to learn and share with others

How to Apply: Please send your cover letter, resume, and three professional references by email to the address listed below. No phone calls please. This position is open until filled. Interviews may consist of phone, in-person, and on-water components.

Email: info@boatingcenter.org
 Postal: 555 Harris Avenue Bellingham, WA 98225