



CHESAPEAKE BAY MARITIME MUSEUM

213 NORTH TALBOT STREET | ST. MICHAELS, MD 21663 | 410-745-2916 | CBMM.ORG

POSITION: MARINA ASSOCIATE

REPORTS TO: MARINA AND GUEST SERVICES MANAGER

The Chesapeake Bay Maritime Museum (CBMM) is dedicated to preserving and exploring the history, environment, and culture of the Chesapeake Bay region, and making this resource available to all. As an educational institution, staff carries out CBMM's mission, goals and vision, working individually and collaboratively to encourage the public's access to our collections, programs, and resources.

SUMMARY DESCRIPTION

As part of CBMM's front-line Guest Services Team, CBMM's marina team are responsible for guest reservations, documentation and receipt of dock fees, advising marina guests of all CBMM marine safety protocols and ensuring a clean, safe, and enjoyable visit for all.

KEY ATTRIBUTES

- 1-2 years' experience in a marina setting—familiarity with docking boats, VHF radio operations and boaters needs
- Excellent VHF Radio communication
- Must be able to handle some physical labor, i.e., lift objects up to 40lbs, climb stairs, work with dock lines, etc.
- Ability to interact with the public in a proactive, positive, and enthusiastic manner
- Ability to multi-task and maintain professional composure in a fast-paced environment
- Experience with cash handling and retail or sales preferred
- Ability to work well on a team
- Weekend availability preferred

PRIMARY RESPONSIBILITIES

- Assist the Marina & Guest Services Manager with CBMM's marina operations, including accepting overnight docking reservations, assigning slips, assisting with day docking reservations, overseeing pump-out procedures, and proactively attending to the needs of our boating members and vessels docked for the day
- Learn the configuration of docking space available to boaters to include determining appropriate slips assignments based on vessel specifications (i.e. length, beam and draft)
- Primary contact for radio transmissions to and from boaters approaching CBMM

- Responsible for safely and efficiently guiding boaters to reserved slips, assisting them with tie up of their vessels, providing instructions on how to access power and water, and ensuring they are supplied with a boater's guide and aware of etiquette, points of departure and re-entry to CBMM's grounds, services available, etc.
- Confirm anticipated departure and ensure payment has been received
- Become familiar with the museum and its offerings and effectively communicate the benefits of a CBMM Membership at various levels
- Proactively greet visitors as they enter the Welcome Center; check in boaters and process overnight and day docking payments; sell admissions tickets and memberships. Orient guests to CBMM by providing an overview of the campus grounds and exhibition buildings
- Accurately execute cash and credit transactions through CBMM's point of sale system.
- Manage incoming phone calls to CBMM's main line, answer questions, and direct callers to the appropriate department or staff person
- Check the Master Calendar each morning to review the schedule of programs, tours and activities occurring each day. Stay up to date on campus updates & communications and be prepared to answer questions about programs and events on campus.
- Report any needed repairs or problems with the exhibitions or grounds to the Manager.
- Assist in maintaining cleanliness in the CBMM's entrance courtyard, Welcome Center, and docks, as well as proactively attending to any litter found on the grounds or in exhibit buildings.

This is a seasonal, non-exempt hourly, part-time position of CBMM with an expected work schedule averaging 20-30 hours per week. Flexibility of work hours is a must. Total number of hours worked each week will vary depending upon marina reservations and event schedules.

Marina Associates are expected to work some weekends, holidays and special events as scheduled by their supervisor.

All CBMM employees are expected to be present for CBMM festivals & events unless otherwise arranged with Guest Services & Marina Manager and may be assigned to work in a capacity alternate than defined.