



WATERFRONT FACILITIES MANAGER

Schooner Woodwind & Woodwind II are identical 74 foot sailing yachts available for public sailing and private charter departing from the Annapolis Waterfront Hotel. Schooner Woodwind manages and maintains the 360 feet of wharf side dock space (available for transient dockage) on behalf of the hotel. Since 1993 the Woodwinds have been a family owned and operated company.

WATERFRONT FACILITIES MANAGER RESPONSIBILITIES

- Manages and operates the dockside Schooner Woodwind Ticket Office.
- Interview, hire, and manage seasonal customer service and dock staff
- Operate and maintain a small wharf side dock facility (re-attach loose boards, attach fenders, etc.).
- Liaise with management of hotel and on premise restaurant.
- Manage inventory (including Woodwind consumables), place orders with vendors and pick up supplies on a weekly basis.
- Inform Customer Service, Dock Staff, and Crew of daily activities.
- Act as a front-line person for our customers and concierge for visitors by answering questions and providing directions.
- Sell tickets by phone and in-person for Schooner Woodwind
- Accept docking reservations for small wharf-side marina (both commercial and transient, and overnight hotel guests)
- In emergency situations, employees may need to change their normal operations and help secure business property, assets and/or vessel safety

QUALIFICATIONS

The successful candidate should have the following qualifications:

- Self Motivated
- Proficient using computers, including trouble shooting and networking printers and security camera
- Basic use of common software, Word, Excel, Gmail, Google calendar, cloud based storage
- Hospitality/customer service and/or retail experience is required
- Boating knowledge and enthusiasm for boating is recommended. Maryland Boater Safety Certification is required.
- Open to new ideas, and a “team-player”
- Detail-oriented and organized
- Ability to multi-task and enjoy a fast-paced environment
- Local area knowledge a plus
- Basic math skills with ability to reconcile money
- Excellent oral communication skills and good phone demeanor
- Weekend and holiday work is required (mid April – early November)
- Must be able to lift up to 50 lbs repeatedly
- Must be physically agile and able to step in and perform the duties of dock staff and customer service representatives
- Comfortable working closely with other employees in tight quarters
- Clean driving record, No DUI in the past 5 years
 - Able to drive the company full size pick up truck
- Comfortable working around large groups customers, restaurant, and bar patrons
- Easy going demeanor to handle conflict resolution

EXPECTATIONS OF WATERFRONT FACILITIES MANAGER

The Company expects the Manager to:

- Ensure that all dock and customer service shifts are covered
- Be available (or designate a qualified employee) to answer questions or concerns of staff during normal hours of operation

COMPENSATION

The full time year round salaried position includes a competitive salary commensurate with experience, as well as a generous PTO policy. We also offer medical benefits and retirement plan options.

OTHER COMPENSATION

Our standard employee perks include the ability to bring friends & family aboard the *Woodwinds* when seats are available and employee discounts at Pusser’s Caribbean Grille Restaurant and Store.

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