



community sailing center
lake champlain : burlington vermont

Waterfront Manager Job Description

About the Community Sailing Center (CSC)

Our mission is to encourage and celebrate the responsible use and long-term stewardship of Lake Champlain by fostering educational and recreational opportunities for all members of our community. The Community Sailing Center is unique. We are sailors, paddlers and recreation enthusiasts who share a deep passion for Lake Champlain because we live near and recreate in it regularly. We believe everyone deserves to play on, learn from and ultimately take care of Vermont's greatest natural resource, Lake Champlain.

The CSC is located on the waterfront in Burlington, VT and has been operating for over 20 years. As the only Community Sailing Center in the state, the CSC offers a variety of programs for youth, adult, students, and the visiting sailing and paddling enthusiast. We also host several Signature events each year bringing the community together to celebrate the Lake. CSC's diverse programs range from recreational to racing, accommodating every sailor. Our fleet is composed of Open Bics, Hartley 10s, Escapes, 420's, Lasers, Sonars, Rhodes 19s, and Stand Up Paddleboards.

Beyond working at the CSC, Burlington has numerous opportunities to offer. There are several yacht clubs in the nearby towns providing racing almost daily on dinghies and keelboats. Lake Champlain is a destination for larger regattas each summer as well. If sailing in your free time isn't for you there are numerous opportunities to get outside from hiking mountains to beautiful swimming holes and biking trails there is something for everyone. Downtown Burlington is just minutes away from the CSC and supports a lively music scene with a multitude of delicious local food eateries. This position is an ideal match for someone looking to relocate to Vermont for several years with options to work other long-term seasonal jobs throughout the winter.

Overview

The Waterfront Manager (WM) will be responsible for the waterfront coordination staff and the overall functionality of the front desk, office, storage and boat rental programs. The WM will be responsible for maintaining a system of records and providing on water support to all program areas. The WM will be in contact with CSC participants and therefore must be friendly, courteous, and knowledgeable of the rules, regulations and operations of the Center. Good organizational skills are required and the ability to multi-task and work in a fun, fast-paced environment. This is a fantastic opportunity for someone looking to increase their managerial skills and database experience.

Reports to: Operations Director

Classification: seasonal full-time; 7 month position

Pay: Salaried; pay commensurate with experience

Dates of Employment: April 3 – November 3

Qualifications

1. Strong personal initiative to self-manage, prioritize tasks, and complete assigned projects.
2. Strong organizational and computer skills.
3. Proficiency with Microsoft Excel, building spreadsheets, and working with databases.
4. Basic sailing experience; comfortable rigging and operating a sailboat independently.
5. Motorboat driving experience; ability to operate a motorboat in all weather conditions.
6. CPR & First Aid Certifications.
7. VT State Boater's license or out of state equivalent (available online).
8. Previous staff management experience.
9. Required to be available evenings and weekends.



Responsibilities

Lake Access Programs

Responsible for the overall organization, operation and coordination of the CSC Lake Access programs: rental and boat storage. Job responsibilities include but are not limited to the following areas:

1. Program performance, enrollment, and implementation.
2. Program administration and scheduling.
3. Staff supervision and reporting.

Program Administration

1. Support Program Director and Office Manager/Executive Assistant with:
 - a) Providing administration for all courses including maintaining class lists, class information for instructors, and completion of paperwork.
 - b) Maintaining systems for completion of proper registration forms, paperwork, feedback and all client information.
 - c) Providing accurate records of all transactions and customer information with daily/weekly/monthly reports.
 - d) Cash receipts management and reconciliation.
2. Maintain current records of wind, weather, client visits, etc.
3. Provide a high level of customer service with all organizations, partners and clients.
4. Support Marketing and Events Coordinator with content and database information as necessary to assist in outreach of organization.
5. Assist with all special events and programs.

Staff Supervision

1. Ensure the front desk is adequately staffed by managing waterfront coordinator schedule.
2. Supervise and support coordinator staff, expecting high individual growth, high levels of safety, and quality and effort.
3. Responsible for delegating work load and making sure the duties of the coordinators are performed as required.
4. Attend all staff meetings; work with Directors to address concerns/issues with staff.
5. Plan and run weekly coordinator staff meetings.
6. Train coordinators in Sailing Center office systems, procedures, and skills.