



**LAKEFRONT MARINE, INC.**

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320 LAKE AVENUE  
FONTANA, WISCONSIN 53125-0320



*On Lake Geneva*

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[www.GordysBoats.com](http://www.GordysBoats.com)

## POSITION SPECIFICATION

**POSITION TITLE:** Marina Seasonal Staff

**DIRECT REPORTS:** None

**REPORTING TO:** Marina Managers

**LOCATION:** Fontana, Wisconsin

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Gordy's is looking for an individual that possesses a strong work ethic, is good with customers, and can work at a fast pace. This person must be reliable, loyal and accountable. Coming to work every day with a goal to make the business better must be the attitude of this person.

### SCOPE AND RESPONSIBILITIES:

#### Customer Service

- Deliver excellent service to all customers
- Be welcoming and inviting to all customers
- Try to "Wow" the customer with great service
- Ensure that customer inconveniences, complaints and misunderstandings are dealt with professionally
- Ensure that customer's experiences at the Marina are of the highest quality
- Conduct all business in accordance with the Gordy's Mission and Values Statement

#### Operations

- Be flexible to change to help make the department as efficient and effective as possible
- Policies and procedures must be followed by all team members
- Cleanliness and organization of the piers and equipment is a requirement of all staff members
- Help "sell" Gordy's by communicating to customers all Gordy's has to offer
- Help with any/all special events or projects
- Must show up to work when scheduled and be on time

#### Employee Relations

- Be a good team member and support those you are working with
- Have a flexible schedule so that managers can schedule staff for 7/days per week coverage
- Take any work concerns or complaints to your manager. Not in front of any customer
- Encourage your teammates to perform well and lead by example
- Show respect to all teammates

### SKILLS AND ABILITIES:

- Strong customer relations skills
- Accountability
- Strong work ethic
- Happy and energetic