



Gordy's
LAKEFRONT MARINE, INC.
(262)275-2163

POSITION SPECIFICATION

POSITION TITLE: Gordy's Service Haul & Launch Employee
REPORTING TO: Haul & Launch Manager and Assistant Manager, Service Manager
LOCATION: Cobalt Farms, Fontana, Wisconsin

Gordy's, founded in 1955 as a boat rental and service company has grown to a diverse full service boat company and bar/restaurant. Gordy's Service is one of the fastest growing departments in the organization.

Gordy's Lakefront Marine is looking for a Haul and Launch employee for our off water service location: Cobalt Farms. Gordy's has built its reputation on excellent customer service and the H & L employee must be committed to continue the tradition of excellence and innovation. We want a service minded, boat enthusiast with an entrepreneurial spirit. It is an energized, focused, professional team environment and the customers come first. The H & L employee should work well under pressure, be organized, willing to work long hours including weekends and have a positive attitude toward staff, management and ownership.

SCOPE:

- Safely and efficiently operate all boat handling equipment (all forklifts, hydraulic trailer, all trucks, yard arms, etc.) including backing up a truck and trailer with ease
- Be able to drive a boat safely on the water under all weather conditions.
- Maintain neat and clean service facilities & equipment.
- Ability to read work order requests and ensure that boats are efficiently and effectively delivered on time and to the right destinations
- Ability to implement effective and efficient work procedures.
- Assist Yard with boat movement as necessary.
- Keep all trucks clean inside and out.
- Knowledge of customer boats and locations.
- Respect customer and company property at all times.
- Explore ways to better serve customers (Internal & External).
- Develop ways to communicate with customers to maintain a "personalized environment" and obtain feedback to monitor customer satisfaction. (i.e. greeting customers, boat locations, ease of access for customer pick up, signage, etc.)
- Respect customer wishes and property
- Attend boat shows and other special events as needed.
- Ensure our motto "exceptional customer service" is lived everyday.
- Help with general maintenance at Cobalt Farms.
- Respect keeping off all grass on Gordy's properties with all equipment unless otherwise ok'd by TW.
- Enforce all rules.
- Team building and promote inter-department relationships.
- Gordy's thinks of itself as a family and treat our staff and customers as part of the family.
- Obtain a CDL driver's license/ pass a background check as required (Driver Qualification at minimum)
- Project a positive company image at all times.

SPECIFIC RESPONSIBILITIES:

- Growing with the company
 - Taking on more responsibility
 - Learning the “away” deliveries to Chicago, Michigan and elsewhere.
- Taking responsibility for launch boat
 - Fuel
 - Cleanliness
 - Tying boat up properly so not to get damaged
 - Understanding wind direction and weather conditions
 - Fixing and reporting anything that gets damaged
- Taking responsibility for the haul trucks
 - Fuel
 - Cleanliness
 - Maintenance needs & timing
 - Report any damage immediately to Service Manager
- Keeping track and organization of Gordy’s trailers
 - Keep trailers working properly
 - Schedule with service manager to fix trailers if needed
 - Make sure all trailers are named (Gordy’s or customers), work with Melissa to get sticker names
- Learning Launch Master and the computer
 - How to print daily launch list
 - How to enter/find/change boat addresses
 - How to view Launch Master calendar for week and month outlook
- Daily Administrative Needs
 - Team timeline identified for service writers
 - Accurate daily launch list kept of all tasks completed individually & consolidated nightly
 - Check in with service writers if list complete or time available during day
 - Excellent communication
- Having the right tools and equipment in haul vehicle and boat (i.e. oils, ropes, battery charger, hot box, etc.)
 - Think of new ideas to be more efficient and effective in the H+L process

Skills and Abilities:

- A proven professional in the service industry.
- Product knowledge.
- Ethical.
- Professional demeanor.
- Good communication skills.
- Passion for the marine business.
- Unquestionable level of integrity.
- Exceptional customer service.
- Strong, dynamic and energetic personality.
- Self-motivated.
- Well-disciplined.
- Detail-oriented.
- Well-groomed.
- Assertive.
- Valid Drivers License, Car and Phone.
- Flexible hours.
- Punctual
- Dependable.
- Efficient.