



**Department:** Service  
**Reports To:** Service Manager  
**Status:** Seasonal, Hourly Position

### **Position Summary**

The Service Department Assistant / Warranty Administrator supports the daily operations of the Service Department, including opening and managing work orders, assisting with guest inquiries, processing warranty claims, maintaining service documentation, and providing administrative and operational support to the Service Manager and Service Team. This role contributes directly to efficient service workflows and a positive guest experience.

### **Essential Duties & Responsibilities**

- Open and manage work orders as directed by the Service Manager and maintain control until closed and invoiced.
- Support the Service Department by answering phones, emails, online inquiries, and in person service requests.
- Process repair order charges, validate warranty coverage, submit claims, and follow up on claim status.
- Prepare accurate and timely invoices for all warranty work.
- Maintain the service library, including technical bulletins, manuals, and service documentation.
- Assist the Service Manager with filing and maintaining service department records.
- Maintain a clean and safe work area and support the care of shop tools and equipment owned by Homewood Marina.
- Follow all safety rules, regulations, and company policies when performing work duties.
- Update customer profiles with equipment details, usage hours, and other relevant information from work orders.
- Maintain inventory of accessories and supplies and prepare restock requests for Service Manager approval.
- Support the Guest Service Manager with coordination and communication regarding service-related inquiries.
- Communicate effectively and professionally with the Service Manager, General Manager, and Marina Director.
- Demonstrate the Marina's SHAPE values and uphold a professional appearance and positive attitude.
- Perform additional duties as they are assigned.

### **Required Qualifications**

- Previous experience in service administration, customer service, or a related field preferred.
- Strong organizational skills and ability to manage multiple tasks simultaneously.
- Excellent communication skills—written, verbal, and interpersonal.
- Basic understanding of repair order processes, warranty procedures, or marina/boating service operations (preferred but not required).



- Proficiency with computers, scheduling tools, and standard office software.

### **Physical Requirements**

The physical requirements described here are representative of those that must be met to successfully perform the essential functions of this position:

- Ability to sit, stand, walk, and use hands and fingers to handle or operate equipment.
- Ability to lift up to 25 pounds occasionally.
- Ability to work in an office and marina environment, including exposure to outdoor weather conditions.
- Ability to communicate effectively in person, by phone, and electronically.
- Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

### **Work Environment**

This position operates in both an office environment and a marina service environment. Noise levels may vary. Employees are expected to follow all safety regulations and use required PPE when applicable. This position is expected to work and collaborate with all departments of the Marina. A basic understanding of the operation will be needed to support team members throughout the company.

### **Employment Disclaimer**

This job description is intended to describe the general nature and level of work performed. It is not intended to be an exhaustive list of all duties, responsibilities, or qualifications required. Homewood Marina reserves the right to modify job duties or job descriptions at any time, in compliance with California law. Employment is at will.

To apply please send your resume to Byron by emailing [bpruitt@homewoodmarina.net](mailto:bpruitt@homewoodmarina.net) or call 530.525.5966.