



Service Manager

Homewood High & Dry Marina, located on the West Shore of Lake Tahoe, is currently hiring a full-time year-round Service Manager who will play a pivotal role in the marina.

About Us: Homewood High & Dry Marina has been serving the Lake Tahoe Basin since 1967 as the first in the basin to utilize dry rack storage. Our friendly and knowledgeable staff pride themselves in delivering first-rate customer service in storage, boat services or just stopping by to fuel up.

Homewood High and Dry Marina, located on the pristine west shoreline of beautiful Lake Tahoe is seeking a highly motivated organized individual to run our Service Department with excellent leadership skills, business acumen, passion for customer service, and knowledge of technical skills in marine mechanics.

Reports to: General Manager/Operations Director

Status: Full time Salaried Exempt \$70-\$100K **Start date:** Immediately

Operational Hours: MAY, JUNE & SEPTEMBER 7 days a week 8 a.m. to 5 p.m.
JULY & AUGUST 7 days a week 7a.m. to 6p.m.
OCTOBER THROUGH APRIL Mon – Friday 8 a.m. to 5 p.m.

Service Hours: Year-Round 5 days a week 8 a.m. to 5 p.m.

Role Description:

- Manages the service business of the marina. Maintains administrative records including fee collection, safety/accident and incident reports, scheduling, hazardous materials, maintenance logs, prepares purchase orders and monitors inventory of supplies and equipment. Liability Release, SOP'S, Job Descriptions, Customer R&M, Checklists
- Supervises, trains, coaches, evaluates, and directs a team of skilled technicians to perform maintenance, repair and upkeep of boats, generating repair orders, work assignments, quality control, and oversee that warranty claims are created, submitted, and warranty payments received on a timely basis. May administer employee corrective action/written warnings for poor performance. Notifies Marina Director/General Manager of major repair or employee problems. Will perform maintenance work as required
- Establishes and maintains effective working relationships with the public, boaters, and other groups and organizations; answers inquiries, responds to complaints and provides general information regarding safe boating practices and weather

All Managers are responsible for upholding **S.H.A.P.E.** Guiding Principles

SAFETY: Proactive employee and customer safety, incident reporting, IIPP, WVPP, Agency relationships, forklift, vehicle and equipment upkeep. See compliance task list*

HOSPITALITY: Communication and training of expectations, relationships with vendors, customers and partners to address their needs and concerns promptly and professionally.

ACCOUNTABILITY: Budget, forecasting, cash flow, execution, revenue maximization, sourcing new opportunities, expense management.

PROFESSIONALISM: Punctuality, dependability, personal appearance, maintain uniform standards, workspace cleanliness and organization, confidentiality of business practices.

EMPLOYEES: Staffing level, labor management, daily schedules, training OJT Technical skills and Safety awareness, maintaining respect, morale and engagement



conditions, State and Federal boating laws and regulations, and Marina rules, regulations and ordinances governing the operation of the Marina.

- Carries out fire prevention, safety, security and protection programs for Marina facilities and boats berthed/stored at the Marina; assists and may direct emergency response and search and rescue operations, lifesaving and first aid operations on the waters adjacent to the Marina.
- Assists the Marina Director/General Manager with marketing strategy & coordination budget preparation, planning for the operation, use, maintenance, safety and security of the Marina and related facilities and equipment. Manage inventory levels of parts and supplies to ensure efficient operations. Monitor and control departmental expenses, including labor costs and parts inventory

Qualifications

- 2-3 years' experience as a Service Manager in a mechanical operations field (auto, planes, RV's, motorcycle, boats)
- Understands boating operations and culture
- 1-3 years' experience supervising a skilled maintenance team
- Strong mechanical and technical skills.
- Advanced Computer skills. Outlook, Teams, Excel, Word, Power point
- Excellent leadership and organizational abilities.
- Strong communication and interpersonal skills.
- Knowledge of marina environmental and regulatory rules and procedures.
- Hazardous waste management experience
- Strong customer service skills.
- Ability to manage multiple priorities in a fast-paced environment.
- Valid driver's license and clean driving record. Forklift certification a plus.

Essential Duties and Responsibilities

- Consistently Fit for Work with no exceptions
- Ability to drive and dock all vessels in the fleet.
- Thorough knowledge of inboard-outboard marine engines and outboard motors
- Thorough knowledge of marine generators, on board freshwater systems, sinks, and showers
- Ability to maintain records. Molo, SharePoint, File Cabinets, Online Documentation Customer invoicing, scheduling, and communication
- Knowledge or ability to learn systems aboard boats including heating and cooling systems, water, satellite, solar etc.
- Knowledge or ability to learn systems: propane, fuel, water, septic, pumps etc.

Compliance task list:

Weekly & Annual Safety Training and Compliance
Clean Marina Compliance
PC Hazardous Materials Business Plan Compliance
SDS – Safety Data Sheets Binder and SharePoint maintenance, upkeep, add/delete items as necessary to keep current and maintain accessible location of the physical SDS Binder on site
CERS account
IIPP
WVPP
PPE
Hazardous Materials Disposal & Labeling – Safety Clean

Daily operations tasks

Opening and closing
Scheduling
Payroll- Hourly service tech tracking of billable hours
Warranty work
Smalls Tools, Equipment, and Supplies
Rate Setting & Review
Certifications & Compliance
Vendor Coordination – Fiberglass, Wood, Glass, Canvas, Upholstery, Propeller, Detail
Boat Cleaning – Interior & Exterior
Hull Cleaning
Parts Inventory – Shipping & Receiving deliveries, quantities, Staging
Dealership status
Boat Cloud
Activation Requests
Winterization requests
Service Requests



- Ability to stand, sit, crouch, and kneel for periods of time in small/confined spaces
- Motor skills to balance and stabilize on uneven and moving surfaces.
- Maintain knowledge of safety and environmental requirements.
- Knowledge or ability to be trained in Employee Orientation, Hazardous Materials Response and Emergency Response.
- Ability to communicate well with customers under stress.
- Ensure all warranty work is completed according to manufacturer and dealership guidelines
- Maintain tools in good condition and according to guidelines
- Assist other departments when necessary

We are an equal opportunity employer that is committed to diversity and inclusion in the workplace.

Contact: hr@homewoodmarina.net with resume, salary requirement and cover letter ASAP or no later than 3/12/2025.

Benefits:

- 401(k) Plan
- Medical, Dental and Vision Insurance
- PTO and Sick
- Opportunities for professional growth and development, including paid training.
- A professional and rewarding work environment.