



Position: Marina Guest Relations
Reports to: Marina Manager
Status: Full Time
Compensation: Hourly
Location: Charleston Harbor Resort and Marina
24 Patriots Point Road, Mt. Pleasant, SC 29464

Marina Guest Relations

Summary:

The Marina Front Office Assistant is to provide friendly welcome to all tenants and transient guests, in person or via telephone.

Essential Duties and Responsibilities:

Our Marina Front Office Assistant must have excellent verbal and written communication skills, and basic computer and math skills. Attention to detail, problem solving, and the ability to work independently is necessary.

- Provide an outstanding tenant and transient experience with the Marina Office.
- Accurately check transient guests into the marina following required procedures.
- Accurately check tenants into the marina following required procedures.
- Follow set procedures on posting charges.
- Promote and sell special marina programs.
- Answer the telephone in a professional manner and assist guests with any questions.
- Maintain all marina files.
- Maintain marina office - including supply inventory, mail and organization.
- Create and distribute the monthly marina newsletter.
- Answer all calls to the marina and manage all voice messages.
- Keep the marina boards and different systems up to date.
- Process payments.
- Assist with the marinas Social Media pages.
- Assist with sales leads and new contracts as needed.
- Assist accounting with billing as needed.
- Maintain all marina forms.
- Assist with Beach Club membership needs.
- Interact with resort staff in a professional manner, assisting other departments with necessary information.
- Be knowledgeable of all emergency procedures and Resort policies .
- Cultivate an atmosphere of continuous learning.
- Foster and grow working relationships with other departments.



- Assist as needed with the Preferred Vendor program.
- Keeps Marina Office building tidy.
- Maintain the coffee and water station.
- Maintain the office supply inventory and order appropriately.
- Maintain collateral inventory and order appropriately.

Position Requirements:

- High school graduate or equivalent required
- Excellent oral and communication skills required
- Excellent multi-tasking skills required
- Ability to handle stressful situations in a calm, professional manner
- Experience in cash/check/credit card handling preferred
- Able to work varying shifts depending on the requirements of the position

Contact: Nick Saltmarsh, General Manager, nsaltmarsh@charlestonharboresort.com