



JOB TITLE : Operations Manager

REPORTS TO: Charter Manager and Managing Director

Purpose of role

To ensure the efficient and professional management of the Operations of QYC vessels. Effectively manage the scheduling of maintenance and repairs. Day to day management and rostering of Operations staff

Main duties and responsibilities

Core objectives include:

- Administration relating to all Operations, boat management, creditors
- Boat maintenance
- Boat owner liaison
- Regulation compliance & survey
- Workplace Health & Safety
- Management of Operations staff
- Commercial Marine Industry liaison
- Marine Parks and National Parks
- Policies & Procedures development
- Briefings & Hands-on operations
- Risk Management/Operations
- Radio Operation
- QYC/DYC Managing Director reporting
- Charterer liaison
- Coxswain Licence and GRMPA Briefers Ticket (Minimal)

The above list is an outline of the duties required and the role may change to meet the overall objectives of the company.

Other duties

- Fulfil other duties as required by management and other department personnel as requested/required.
- Work in unison with all departments to ensure clear communication

Qualifications

- Coxswain licence
- GRMPA Briefers ticket
- Current First Aid Certificate preferred

Experience

- It would be expected that the employee will have at least 5 years minimum experience in a similar role within the marine industry

Knowledge

- Must have extensive knowledge in all aspects of boating, sailing, marine/vessel maintenance and all regulatory requirements for the bareboat industry

Skills & competencies

- **Customer service focused:** ensure a commitment to providing charterers and boat owners the best service possible at all times
- **Communication:** the ability to communicate clearly, professionally and concisely, with staff, charterers, boat owners and colleagues ensuring the best interests of QYC are upheld at all times
- **Attention to detail:** it is essential that QYC achieve a standard of excellence for the maintenance and presentation of our vessels. A keen eye for detail will ensure that all works completed will be met with the highest standard
- **Teamwork:** willingness to assist and support the team as required
- **Time management/organisation:** the position requires outstanding time management and organisational skills to accomplish the objectives of the position effectively and within time frame given. Have the ability to carry out administrative duties in an efficient and timely manner

Personal attributes

- Professional approach required at all times
- Ability to work and perform effectively under pressure
- Exceptional organisational and time management skills.
- Excellent attention to detail
- Confident, professional and friendly manner
- Embrace and adopt a positive approach to change

Other

- Ability to work flexible hours as the workload demands
- Must hold a current Australian Drivers Licence
- Chase Calls as required

This job description outlines the scope and responsibilities of the position and is not intended to be a complete list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business. You will be expected to attend staff meetings and regular performance reviews and conduct regular performance reviews of your team. You will be expected to attend staff trainings.

Salary and Conditions will be discussed in the Interview

Contact: careers@yachtcharters.com.au

