



Situated on Block Island's beautiful Great Salt Pond, Champlin's Marina and Resort represents one of New England's finest and largest Marina and Resort hospitality destinations that has been welcoming guests for over 70 years. Decades of boats, history, music, and great food creates an appeal for all who seek memorable travel and authentic hospitality experiences. Hospitality at its core is about people, which makes our team and our guests the most valuable components of our business. We operate in ways that empower our teams to drive bottom-line growth through optimized guest experience delivery.

- Position:** Dock Team Lead of Champlin's Marina & Resort
- Overall Mission:** Be the best. The best place to work and the best experience for our guests.
- Overall Goal:** Provide world-class experiences profitably.
- Who do we work for?** The Guest. With a 168-hour approach, each and every member of the Champlin's team understands that we work for the Guest every hour of their stay, providing anticipatory service that is complemented with quality systems and well managed facilities.
- What do we sell?** Experiences. The Champlin's experience is one that embodies excellence, integrity, consistency, anticipatory service, and solutions.
- Ideal Candidate:** The candidate for this hospitality driven position must have a background of direct or indirect experience with marinas, boating and seamanship. The Dock Team Lead is a self-motivated leader with superior communications skills, a strong sense of professionalism, and an undeniable passion for exceptional hospitality. He and/or She must be able to maintain a professional and enthusiastic atmosphere under any circumstance – rain, wind, or shine.
- Primary Focus:** The Dock Team Lead is responsible for leading the Marina outdoor operations so as to ensure we are consistently delivering extraordinary guest service from arrival to departure, and back again.

Champlin's Marina Resort
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Key Responsibilities:

- Establishes an open and consistent line of communication with the Reservations Team and Facilities Manager so as to ensure the Dock Team is properly informed and all preparations have been completed in advance for the day, week, and month ahead.
- Assists with the development and leads the implementation and execution of the Dock Team training program while serving as an example for the Dock Team; continuously going above and beyond, delivering exemplary guest experiences by honoring guest requests in a way that provides a solution and a successful resolution of guest challenges in a timely manner as they arise. We must always seek to find the “yes”.
- Ensures extraordinary guest communications in person, over the telephone, and via VHF radio for all incoming, in house, and departing guests.
- Ensures the proactive preparedness and pleasant enforcement of all Champlin’s Marina & Resort Dockage Agreement rules and regulations with guest and team safety top of mind.
- Guardian of the Extend, Repeat, Connect or “ERC” Program – this program is meant to maximize all upsell opportunities through the consistent promotion of extensions, repeat reservations, and connection to other amazing boaters like the ones we have in-house.
- Must maintain working knowledge of all on-site and off-site offerings so as to ensure we are available as a concierge resource for all guests to enhance the vacation value of the destination.
- Ensures all Dock Team members are on task, completing responsibilities timely and accurately, and all workstations / zones are clean and secure.
- Performs all Dock Team responsibilities while continuously seeking ways to improve operational efficiencies, enhance the guest experience, and fortify sales through communications, processes, procedures, measurement, and quality control metrics.
- Works daily with the Reservations Team to ensure the proper facilitation of all reservations related requests in a timely manner and assists the Reservations and Guest Experience Team with all reputation management follow-up / responses.

Reporting and Communications:

- Provide regular reporting for upper management and ownership with effective and timely communications of activity, planning and success metrics such as daily dock walks, status of dock team resources such as tools / equipment / utilities, guest and team praise and challenges, etc.

***We need to be cognizant of the amount of reporting DTL will be responsible for as I think that, in the past we put too much computer time on the DTL which took away from them being able**

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to accomplish exactly what we need on the docks. If further reporting is necessary, we should put it to the Reservations and Guest Experience coordinator.

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