



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 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 the ability to communicate effectively in both oral and written forms, estimate and manage time efficiently, courteously meet and deal positively with other team members and guests alike. This is a very active and hands-on position that involved moving around the property throughout the workday, so the ability to work outside with an eye for detail is a must. He and/or She must be able to take initiative and maintain a professional and enthusiastic atmosphere under any circumstance – rain, wind, or shine.
Primary Focus:	The Dock Team is the backbone of our day-to-day operations. This team is responsible for ensuring a fantastic guest experience from arrival to departure and back again.

Champlin's Marina Resort  
80 West Side Road  
Block Island – Rhode Island  
ChamplinsResort.com



**Key Responsibilities:**

- The Dock Team is responsible for the consistent development and fostering of relationships with guests that ultimately allow the team to better anticipate specific guest needs. You will be interacting with guests from all walks of life – liveaboard sailors to international yachtsmen; it is imperative that you carefully listen and ask good questions in order to make meaningful connections that last.
- Ensures the safety, aesthetics, and cleanliness of Champlin’s Marina & Resort through daily dock walks and property inspections, covering all infrastructure and systems with an emphasis on those visualized by the guest.
- Assists the Facilities Team with light maintenance and upkeep through daily zone work that expands beyond the docks and covers the property in its entirety. Zone work consists of daily, weekly, and monthly projects and essential services that must be completed in a timely, accurate, and professional manner.
- Provides extraordinary guest communications in person, on the phone, and via VHF radio for all incoming, in house, and departing vessels. This includes critical components of our Seven Step process such as the post-arrival and pre-departure check-in’s.
- Personally, welcomes guests to the fuel dock or their assigned slips, assisting with fuel service, lines, and in-slip utilities such as electricity and water; as well as the facilitation of any provisioning via dockside service such as ice, merch, beverages, etc.
- Works diligently to maximize upsell opportunities through the promotion of on-site offerings and the Extend, Repeat, Connect or “ERC” program.
- Assists the Dock Team Lead with the pleasant enforcement of all Champlin’s Marina & Resort Dockage Agreement rules and regulations with guest and team safety top of mind.
- Successfully addresses all guest requests and challenges with innovative solutions and immediately escalates those that remain unresolved to the Dock Team Lead.