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FOREWORD

Spain has 7.880 kilometres of coast and a very mild climate. Due to these two factors Spain is one of the most adapted countries for the practice of nautical sports.

The port infrastructures and financial services linked to navigation are seen as key factors to promote the development of the sector. But equally important are the legislative improvements that allow the revamping and equalization of the income tax system, regulations and nautical degrees to the countries that surround us, as for example France or Italy.

There exist a number of official nautical degrees in Spain, with their corresponding attributions, which are essential for working at sea. Those degrees also authorize the driving of sports crafts that do not have commercial purposes. They are issued by the General Management of the Merchant Navy or by the Autonomous Regions that have assumed these competencies (Basque Country, Cantabria, Asturias, Galicia, Andalusia, Murcia, Valencia, Catalonia, the Balearic Islands, the Canary Islands and Melilla).

Nevertheless, further degrees that enable the personnel of the sports ports, marinas and nautical clubs to develop their work in the above mentioned facilities are still missing. Up until now, it is the ports the ones that train their own personnel, so that they can offer the users the services they ask for. However, this is being carried out without having official degrees that enable the above mentioned personnel for the development of their tasks.

The project SEATRaining, through the edition of this publication, has developed a standard Organization Chart of the nautical facilities, in which the different working positions for the normal functioning of the installation are showed. However, these positions lack any type of official recognition.

Some nautical facilities have signed Collective Agreements with their workers, in which they have established the necessary working positions they think are needed. Due to the fact that there does not exist an enforcement of labour standards in the sector, it is positive that agreements are made in the different marinas in order to determine the labour relations. However, and in a wider form, that is to say in a sector form, they should be standardized by general agreements.

With the relation of working positions proposed in this publication, an important step has been done addressed to the recognition of the different working positions that exist in the marina sector. Initially, its recognition would be done only for this specific productive sector. However, in the near future, the intention is to achieve an official recognition of all the workers categories that day by day collaborate in the well functioning of the nautical installations.



INTRODUCTION

- The proposed organisation chart is divided vertically into 6 levels and horizontally into 4 departments.

The departments or areas are: Administration, Operations, Customer Service and Sports department.

Likewise, the Operations Department is sub-divided into Sailing, Maintenance and Dry Dock or Technical Department and Customer Service is sub-divided into Marketing and Reception.

At zero level on the chart one finds the Board of Directors, the Management Committee in the clubs, the Company's maximum body of power, which takes decisions and delegates their execution to the Director-Manager.

At this level one can also find the Managing Director, the Club's President or, as well, the General Shareholders' Meeting.

The first level will be reserved for the company's overall manager, who might be called DIRECTOR-MANAGER.

This is a position that should exist in any harbour or marina. It is he or she who has to render accounts to the Board of Directors or the Club's Executive Committee.

- At the second level there are the three Manager positions, one for Administration, one for Operations, very often called Harbourmaster, and another for Sports department, found only at Yacht Clubs.

This second level should apply to harbours and marinas of a certain size. Those in which the Director-Manager or Manager needs a person in whom to delegate all of the operational or running tasks so as to be able to dedicate himself better to the

Administration tasks or, what is the same, needing assistance in administrative management, allowing them to participate more in operational management.

- At the third level we have the managers of the Administration, Sailing, Maintenance, Dry Dock and Customer Services or Sports Department (this latter being for the case of Yacht Clubs).

Normally, in the majority of marinas, the existence of level two eliminates the need for anyone at level three, and vice versa, so as to eliminate the need for anyone to occupy the level two position.

In the case of the Administration department, depending on the characteristics of the company, the manager will be the level 2 Administration Director or the level 3 Administration Manager.

It might happen that the company has an Administration Director or an Administration Manager or both.

Both have the same function, differentiated only in the Manager will report to the Director, or if the latter does not exist, then the position will be supervised by the Director – Manager, advised by external professionals.

- The following levels, 4 and 5 are occupied by the positions for the rest of the personnel.

- Depending on the company's needs there may be more or fewer Administrative Staff or Administrative Auxiliaries, Expert Sailors and Sailors, Maintenance and Dry Dock Operatives and their auxiliaries, and external staff may be hired or the dry dock given over to an external company for running, Commercial Staff and Commercial Auxiliaries if there is a commercial function to be carried out, one or more Receptionists and Auxiliary Receptionists and, in the case of Yacht Clubs, a Sports department with Secretary, Auxiliaries and Monitors.

This organisation chart could be more extensive according to the current reality in the different marinas, but the purpose of this study is to lay down a basic, standard organisation chart, from which one can develop specific training modules for each position and, subsequently sub-divisions or sub-levels can be defined in the modules for various of these.

For example, the position of Sailor could be divided into first class, second class, auxiliary, etc. The Maintenance operative position could be sub-divided into first class, specialist, auxiliary, etc. The same would apply to the Dry Dock operative.

In the case of Sports Department Monitor there are different types of monitor as from level 5, apart from Sailing or Regattas..Swimming instructors, monitors for Motor Boating, Water Skiing, Scuba Diving...

The position for Sailing or Regattas has been focused on as this tends to be a durable position throughout the year, the others tending to be hired for the summer period although, however, the duties will extend to any type of Monitor.



BASIC ORGANISATION CHART FOR THE MANAGEMENT OF A MARINA OR YACHTING HARBOR





DEFINITION OF LEVELS

One could define each level or group as follows:

Group 0.

Made up of the Board of Directors or Management Committee.

They take the decisions and delegate the harbour's day-to-day management and running to the harbour's General Director, Director-Manager, Manager or Director, whatever the name given to the position.

Group 1.

General Criteria.- Included in this group are the workers who exercise functions that suppose performing complex and heterogeneous tasks, that involve the highest level of professional competence and which consist of directing and coordinating the various activities that make up the company's business. They draw up the organisation's policy, the general approach for the efficient use of human resources and the material aspects.

They take decisions or participate in their preparation, they provide service in the top management or executive positions in the company.

Training – The equivalent of higher level university qualification.

Included in this Group are General Directors, Director Managers, Managers or port Directors.

Group 2.

General Criteria.- Included in this group are the workers who exercise functions that suppose complete responsibility for one or more of the company's functional areas

based on general guidelines directly laid down by personnel belonging to Group 1 or to the company's own Management, depending on size.

They coordinate, supervise and integrate the execution of the heterogeneous tasks and order the work of a group of collaborators.

They also have functions that suppose the performance of complex technical tasks that require specific training, as well as others that consist of establishing or developing programs or applying special techniques.

Training – The equivalent of higher level university qualification.

One can normally omit this Group in the majority of harbours or marinas, as this shall apply when the Director-Manager needs to delegate all of the company's operational functions in one person so as to be able to give better dedication to administrative management or even, depending on the

size of the company, requiring help in carrying out the administrative management and be able to participate in operational management.

It would be very rare to find a harbour with a Director-Manager and, at the same time, an Operations' Director or Harbourmaster and Administration Director.

Included in the Group are Harbourmasters, Operations' Directors, Administration Directors, Finance Directors.

Group 3.

General Criteria.- Included in this group are the workers who exercise functions that suppose complete responsibility for managing one of the company's functional departments based on general guidelines directly laid down by personnel belonging to Group 2 or, failing this, to Group 1.

They coordinate, supervise and integrate the execution of the heterogeneous tasks and order the work of a group of collaborators.

They also have functions that suppose the performance of complex technical tasks that require specific training, as well as others that consist of establishing or developing programs or applying special techniques.

Training.- The equivalent of middle level university qualification or first level professional training.

In most harbours or marinas one normally finds this Group being dedicated to all or some of the departments.

Included in this Group are Heads of Administration, Harbour Foremans, Maintenance and Dry Dock Supervisors, Customer Service Managers, Sales Manager, Managers for the sports departments in the case of clubs, etc.

Group 4.

General Criteria.- Included in this group are the workers exercising functions for autonomous execution that usually require initiative and decision on the part of the worker charged with carrying it out. They also integrate, coordinate and supervise tasks with homogeneous content carried out by a group of collaborators.

Training.- First or second grade professional training or specific qualifications for the tasks carried out.

Included in this group are all those activities corresponding to the categories: Administrative staff, Management Secretary, Expert Sailors, Maintenance or Dry Dock Operatives, Commercial Representative, Reception, Sports Secretary, etc.

definition of levels



Group 5.

General Criteria.- Included in this group are the workers who exercise functions executed under precise, pre-established instructions, that normally require non-professional knowledge or practical elemental skills and a brief period of adaptation

Training.- School-leaving certificate or experience in similar positions.

Included in this group are all those activities corresponding to the following categories: Administrative Auxiliary, Cleaning personnel, Sailors, Maintenance or Dry Dock Auxiliaries, Access Controller, Guards, Sales Auxiliaries and Receptionists, or Monitors, etc.



Source: *Federación Española de Asociaciones de Puertos Deportivos y Turísticos*

definition of levels group 1



CHARACTERISTICS OF THE JOB POSITIONS

DIRECTOR-MANAGER

PROFILE OF THE POSITION

POSITION IDENTIFICATION:

DIRECTOR-MANAGER

DEPARTMENT:

MANAGEMENT

REPORTING TO:

BOARD OF DIRECTORS OR MANAGEMENT
COMMITTEE

MISSION:

Responsible for managing the port and its facilities in its operational, financial, economic and commercial aspects, reporting directly to the Board of Directors or Management Committee.

FUNCTIONS AND TASKS:

1. Drawing up the harbour's Maintenance Plan, establishing the times for the harbour's programmed maintenance work. This plan is to cover the preventive maintenance for the infrastructures, improvement works to be carried out and the provisions for operational personnel.
2. Preparation, implementation and monitoring of the Regulations on harbour's operating and police service.
3. Ultimately responsible for personnel matters: hiring new personnel, selection, training, salaries, disciplinary power, adapting staff to the harbour's real necessities.
4. Financial administrative management, supervising the accounts, presenting annual accounts, preparing budgets, supervising supplier invoices, negotiating with late payers.
5. External relations: he or she is the valid interlocutor with institutions (Local Authorities, Regional Governments, etc.) and other bodies (Federations, etc.).
6. Approval of the Harbour's Marketing Plan, corporate image, presence in the media, etc.
7. Supervising the management of rentals and the contracts for commercial premises, insurance, licences, opening hours, corporate image, etc.
8. Intervention in all sale and purchase operations for moorings transferred for preferential use.
9. Drawing up a Harbour Protection Plan and collaboration with the security forces.
10. Responsible for implementing and controlling the Workplace Risks Protection Plan.
11. Drawing up the environmental Contingencies Plan.
12. Monitoring and controlling the implementation process for the ISO 9001, ISO 14001, etc. quality systems.
13. Selecting the supplier for the fuel supply station, establishing commercial margins and determining the minimum stock.

- a. He or she directs and plans all of the organisation's policies.
 - b. He or she directs, plans and coordinates the organisation's general functioning.
14. He or she evaluates the operations and results obtained, rendering accounts to the Board of Directors.

QUALIFICATIONS REQUIRED 5-YEAR UNIVERSITY DEGREE OR ENGINEERING VALUED

LANGUAGES:

GOOD LEVEL OF ENGLISH

EXPERIENCE:

5 YEARS IN A SIMILAR POSITION

SKILLS REQUIRED:

- Social skills
- Capacity for planning and coordination
- Capacity for analysis
- Dynamism
- Discipline
- Self-control
- Leadership.
- Ability to negotiate
- Swimmer

SPECIFIC KNOWLEDGE:

- Company administration and management
- Marketing
- Information technology
- Knowledge of sea sports in general

PHYSICAL EFFORT / MENTAL EFFORT:

Mostly the work requires mental effort and is carried out in the office, although it may on occasions be in the open air. Stress situations are posed in the case of storms and the entry of mega-yachts into the port with regard to operational matters, managing customer claims and the managing personnel.

OTHERS:

- High level of autonomy
- Total responsibility
- Directing and managing teams

Comments:

This is normally a wholly administrative figure, responsible for whatever happens in the facilities. In certain case this person could also be the Harbourmaster or the Operations' Director.

definition of levels group 1



Source: *Federación Española de Asociaciones de Puertos Deportivos y Turísticos*

HARBOURMASTER – OPERATIONS' DIRECTOR

PROFILE OF THE POSITION

POSITION IDENTIFICATION: HARBOURMASTER – OPERATIONS' DIRECTOR

DEPARTMENT: OPERATIONS

REPORTING TO: MANAGEMENT

MISSION:

He or she is responsible for managing the Harbour and its facilities in the operational field. He or she organises harbour operations and coordinates the different work teams.

FUNCTIONS AND TASKS:

1. He or she is the Head of Operations, responsible for all of the harbour's operations by delegation from Management.
2. He or she coordinates the work teams for performing the maintenance task and their interaction with harbour operations.
3. He or she coordinates the inspection of the facilities and the supervision of vessels (heels, plimsoll lines, state of the moorings, directly correcting possible deficiencies).
4. Assigning jobs in collaboration with the Operating Manager or, failing this, the Harbour's Foreman.
- 5.
6. Supervising the reports of sailors and personnel in charge of access control and security.
7. Supervising compliance with the tasks assigned to the work teams as well as their quality.
8. Supervising internal and external Work Orders.
9. Supervising purchases, suppliers and merchandise supplied.
10. Drawing up proposals for the purchase of new materials and machinery necessary for the harbour's good operations.
11. Drawing up mooring occupation statistics.
12. Supervising harbour entrances and departures, assigning mooring spaces to passing vessels. Supervising the waiting list.
13. Supervising orders for the purchase of fuel, inventories and purchase requests, cash closing and supply reconciliation. On breakdowns relating to the fuel station. Supervising safety in the fuel loading tasks in the station.
14. Personnel supervision
 - Indicates the need for new personnel and carries out the selection process.
 - Determines whether or not the requests for training for personnel in his department are appropriate.

definition of levels group 2



- Supervising absence and leave. Supervising shift tables.
 - Evaluation of personnel performance, maintaining periodic meetings with the personnel for this purpose.
 - Disciplinary responsibility
 - Monitoring of Delays
15. Monitoring and controlling the controlled withdrawal of Marpol waste through the authorised agent.
 16. Preparing reports in the case of incidents, accidents and storms.
 17. Preparing and implementing the Emergencies Plan within the harbour.
 18. Supervision / Coordination of safety with regard to the leisure zone.
 19. Supervising maintenance work and sub-aquatic emergencies.
 20. Administration tasks: G5 rate documentation inter alia.
 21. Human Resources Management.
 22. Supervising the Prevention Plan for the Protection of Risks in the Workplace.
 23. Hiring external services.
 24. Annual planning. Annual budgets.
 25. Supervising weekly work reports.
 26. Supervising Dry Dock.
 - Vessels entering and leaving.
 - Boat dry docks and launching.
 - Works to be carried out on boats.
 27. Coordination between Head of Operations and the Foremen.
 28. Coordination with the Commercial Department for the sale and rental of mooring places, premises, stores, etc.
 29. Coordination with the Customer Service Department for vessels entering and leaving and any needs thereof.
 30. Supervising the sports department

QUALIFICATIONS REQUIRED: 5-YEAR UNIVERSITY DEGREE OR ENGINEER WITH APPROPRIATE NAUTICAL EXPERIENCE VALUED

LANGUAGES: ENGLISH

EXPERIENCE: 5 YEARS IN A SIMILAR POSITION

SPECIFIC TRAINING:

- Port Operating Master
- Knowledge of port management
- Knowledge of waste treatment and hydrocarbons handling
- Knowledge of Prevention of Risks in the Workplace.
- Knowledge of Safety Aspects

SKILLS REQUIRED:

- Social skills
- Capacity for planning and coordination
- Dynamism
- Discipline
- Self-control
- Leadership
- Swimmer

SPECIFIC KNOWLEDGE:

- Extensive experience in nautical matters in general
- Company administration and management
- Marketing
- Information technology
- Port English

PHYSICAL EFFORT / MENTAL EFFORT:

Mostly the work requires mental effort and is carried out in the office, although it may on occasions be in the open air. Stress situations are posed in the case of storms and the entry of mega-yachts into the port with regard to operational matters, managing customer claims and the managing personnel.

OTHERS:

- High level of autonomy
- Total responsibility

definition of levels group 2



ADMINISTRATION DIRECTOR

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

ADMINISTRATION DIRECTOR

DEPARTMENT:

ADMINISTRATION

REPORTING TO:

MANAGEMENT

MISSION:

He or she is responsible for the organisation's economic, administrative and accounting control, looking over the entity's financial management. Its mission is to manage and supervise the organisation's economic and financial resources so as to be able to work under the best cost, liquidity, profitability and security conditions.

FUNCTIONS AND TASKS:

1. Accounts: Supervising the accounting of entries, financial and economic control.
2. Placing surpluses in investment funds, making income and payment forecasts.
3. Preparing accounting ledgers, annual accounts, etc.
4. Controlling reception department tasks: invoicing, late payments, etc. without direct dealings with customers.
5. Validating employees' overtime working, validating payrolls.
6. Control over invoicing, validation supply invoices and their accounting, control over credit invoicing for preferential customers.
7. Establishing reception working hours.
8. Proposals for hiring, selecting and training new personnel in his or her area of responsibility.
9. Disciplinary power with regard to the administration department.
10. Control over the invoices for entries and departure corresponding to the administration department.
11. Correspondence with Official Bodies: Grants, Financing.
12. Collaborating with auditors and providing them with all the documentation.
13. Management for the Organic Law on Data Protection (LOPD): protecting signatures, security copies data,...
14. Designing, installing and controlling the company's financial strategies.
15. Coordinating accounting, treasury, internal audit and financial analysis tasks.
16. Carrying out and maintaining negotiations with financial entities and other suppliers.
17. Optimising the economic and financial resources necessary for achieving the set objectives.
18. Analysing, defining and managing company investments.

QUALIFICATIONS REQUIRED:

5-YEAR UNIVERSITY DEGREE VALUED

LANGUAGES:

ENGLISH

EXPERIENCE:

5 YEARS IN A SIMILAR POSITION

SPECIFIC TRAINING:

- Preferably Economics, Business Studies or Business Administration.
- Specialist studies in Financial Management.
- Knowledge of accounting, financial mathematics, company and tax legislations, investment analysis, capital markets.

SKILLS REQUIRED:

- Social skills
- Ability to improvise
- Organisation and control
- Leadership
- Negotiation
- Flexibility
- Capacity for analysis

SPECIFIC KNOWLEDGE:

- Use of computer tools like Contaplus, MarinaWind (Management), LogicWin (accountancy), etc. or Information Technology.

PHYSICAL EFFORT / MENTAL EFFORT:

This requires mental effort. Stress at the Year-End and during Audits.

OTHERS:

- Work tools: Computer and mobile telephone.
- Equipment management.
- High degree of autonomy.
- Very high degree of responsibility.

Comments:

In facilities with larger staff this is divided into three branches: collections management, billing and accounts. In smaller facilities the Administration Manager, better known as Head of Administration, assumes the three areas under a single administration department and supervises the administrative tasks for the Customer Service Department.

definition of levels group 2



SPORTS DIRECTOR

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

SPORTS DIRECTOR

DEPARTMENT:

SPORTS DEPARTMENT

REPORTING TO:

MANAGEMENT

MISSION:

In coordination with the Harbourmaster – Operations' Director, he or she is to be responsible for the sporting events to be held at the facility. He or she also coordinates the different schools under his or her responsibility.

FUNCTIONS AND TASKS:

1. Organising internal sports events
2. Preparing, controlling and monitoring the harbour's regattas calendar in coordination with the Harbourmaster – Operations' Director.
3. Hiring the catering, accomodation, trophies, committees and personnel necessary for the sports events.
4. Supervising regatta documentation: advertisement, programme...
5. Contacts with the corresponding Federations.
6. Coordinating Regatta Committees.
7. Coordinating the press office.
8. Supervising all the documentation relating to regattas.
9. Supervising public liability insurance.
10. Authorisations for publicity.
11. Receiving participants.
12. Supervising notice board.
13. Organising events related with regattas.
14. Coordinating the prize giving.
15. Providing information for the web page.

QUALIFICATIONS REQUIRED:

5-YEAR UNIVERSITY DEGREE VALUED

LANGUAGES:

ENGLISH AND FRENCH

EXPERIENCE:

5 YEARS IN A SIMILAR POSITION AND ORGANISATION OF REGATTAS.

SPECIFIC TRAINING:

- Managing sport entities.
- Sailing and motorboat technician.
- Events management and organisation.

SKILLS REQUIRED:

- Social skills
- Leadership
- Communication
- Patience
- Responsibility
- Organisation
- Swimmer

SPECIFIC KNOWLEDGE:

- First aid
- Lifesaving
- Buoy handling
- Regatta official

PHYSICAL EFFORT / MENTAL EFFORT:

The work requires mental effort.

OTHERS:

- Work tools: computer and telephone
- High responsibility
- Medium autonomy

Comments:

In some harbours regatta and events coordination is sub-contracted.

definition of levels group 3



HEAD OF ADMINISTRATION

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

HEAD OF ADMINISTRATION

DEPARTMENT:

ADMINISTRATION

REPORTING TO:

ADMINISTRATION DIRECTOR OR DIRECTOR-MANAGER

MISSION:

He or she is responsible for the organisation's economic, administrative and accounting control, looking over the entity's financial management. Its mission is to manage and supervise the organisation's economic and financial resources so as to be able to work under the best cost, liquidity, profitability and security conditions.

FUNCTIONS AND TASKS:

1. Accounts: Supervising the accounting of entries, financial and economic control.
2. Placing surpluses in investment funds, making income and payment forecasts.
3. Preparing accounting ledgers, annual accounts, etc.
4. Controlling reception department tasks: invoicing, late payments, etc. without direct dealings with customers.
5. Validating employees' overtime working, validating payrolls.
6. Control over invoicing, validation supply invoices and their accounting, control over credit invoicing for preferential customers.
7. Establishing reception working hours.
8. Proposals for hiring, selecting and training new personnel in his or her area of responsibility.
9. Disciplinary power with regard to the administration department.
10. Control over the invoices for entries and departure corresponding to the administration department.
11. Correspondence with Official Bodies: Grants, Financing.
12. Collaborating with auditors and providing them with all the documentation.
13. Management for the Organic Law on Data Protection (LOPD): protecting signatures, security copies data,...
14. Designing, installing and controlling the company's financial strategies.
15. Coordinating accounting, treasury, internal audit and financial analysis tasks.
16. Carrying out and maintaining negotiations with financial entities and other suppliers.
17. Optimising the economic and financial resources necessary for achieving the set objectives.
18. Analysing, defining and managing company investments.

QUALIFICATIONS REQUIRED: 3-YEAR UNIVERSITY DEGREE VALUED

LANGUAGES: ENGLISH

EXPERIENCE: 5 YEARS IN A SIMILAR POSITION

SPECIFIC TRAINING:

- Preferably Economics, Business Studies or Business Administration.
- Specialist studies in Financial Management.
- Knowledge of accounting, financial mathematics, company and tax legislations, investment analysis, capital markets.

SKILLS REQUIRED:

- Social skills
- Ability to improvise
- Organisation and control
- Leadership
- Negotiation
- Flexibility
- Capacity for analysis

SPECIFIC KNOWLEDGE:

- Use of computer tools like Contaplus, MarinaWind (Management), LogicWin (accountancy), etc. or Information Technology.

PHYSICAL EFFORT / MENTAL EFFORT:

This requires mental effort. Stress at the Year-End and during Audits.

OTHERS:

- Work tools: Computer and mobile telephone.
- Equipment management.
- High degree of autonomy.
- Very high degree of responsibility.

Comments:

If there is no Administration Director, a very usual situation in today's harbours and marinas, this will be supported on external advisory services.

definition of levels group 3



HARBOUR FOREMAN

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

HARBOUR FOREMAN

DEPARTMENT:

OPERATIONS

REPORTING TO:

HARBOURMASTER

MISSION:

He or she is to watch over the good condition of the installations, distributing the tasks between sailor and maintenance personnel.

FUNCTIONS AND TASKS:

1. Inspection and control patrol of the facilities with a supervision of vessels (heels, plimsoll lines, state of the moorings, directly correcting possible deficiencies) and of the facilities.
2. Allocating work to the sailors and the operatives in collaboration with the Foreman's Auxiliary and the Maintenance Manager. The allocation is to be made task by task, meaning that tasks are allocated over the working day.
3. Reading and controlling the sailors and security service reports. Control and review of patrols carried out through the patrol reader.
4. Controlling compliance with the tasks assigned to the work teams as well as their quality of execution.
5. He or she collects the work orders, allocating the tasks for execution and preparing the works note for collection, controlling the materials and time employed.
6. Purchasing management, controlling suppliers and goods supplied both for general and maintenance work.
7. Drawing up proposals for the purchase of new materials and machinery necessary for the harbour's good operations.
8. Controlling harbour entrances and departures, assigning mooring spaces to passing vessels, in the case of absence in reception and of Operations' Manager. Managing the waiting list.
9. Controlling orders for the purchase of fuel, inventories and purchase requests, cash closing and supply reconciliation. Communicating possible breakdowns relating to the fuel station.
10. Controlling safety in the fuel loading tasks in the station.
11. Controlling personnel or indicates the need for new personnel and collaborates in the selection process.
 - a. Determines whether or not the requests for training for personnel in his or her department are appropriate.
 - b. Controlling absences and leave. Drawing up shift tables.
 - c. Evaluation of personnel performance, maintaining periodic meetings with the personnel for this purpose.
 - d. Disciplinary responsibility
 - e. Controlling absences and leave.
12. Monitoring and controlling the controlled withdrawal of Marpol waste through the authorised agent.

13. Sub-aquatic maintenance work: Reviewing guide ropes, deadweights and the state of the infrastructures.
14. Prevention plan
 - a. Coordinating training and control activities.
 - b. Drawing up the Annual Training Plan.
 - c. Controlling personnel uniform: Fire Protection equipment, gloves, life jackets and life belts.
15. Preparing weekly work reports.

QUALIFICATIONS REQUIRED:

PROFESSIONAL TRAINING VALUED

LANGUAGES:

PORT ENGLISH

EXPERIENCE:

FOREMAN AUXILIARY OR PERSON IN CHARGE OF ANOTHER AREA OF OPERATIONS (5 YEARS) KNOWLEDGE OF SUB-AQUATIC ACTIVITIES

SPECIFIC TRAINING:

- Harbour master and general knowledge of nautical sports
- Basic knowledge of Protection from Risks in the Workplace.
- Basic knowledge of Environmental Protection.

SKILLS REQUIRED:

- Social skills
- Enjoying working in the open air
- Good physical condition
- Attentive
- Organisation and planning
- Involvement and motivation
- Comradeship
- Swimmer

SPECIFIC KNOWLEDGE:

- Managing work teams
- Prevention of risks in the workplace.
- Port management

Fighting accidental sea pollution from hydrocarbons.

- Basic knowledge of information technology.
- Port English
- Firefighting
- Recycling
- Nautical cooperation: Interior Traffic Master
- First aid

definition of levels group 3



PHYSICAL EFFORT / MENTAL EFFORT:

The work is mostly to be carried out in the open air. There are situations of moderate stress, basically at weekends, in summer, in Easter holidays and in storm situations.

OTHERS:

- Responsible for coordinating Sailors and the Maintenance Managers.
- Team working, public relations
- High degree of autonomy
- High level of responsibility
- Work tools: electric welding machine, air compressor, battery chargers, sander, hammer, drill, radial...

Comments:

In harbours with small docks or with small length traffic he or she assumes the responsibilities of the Harbourmaster

MAINTENANCE SUPERVISOR

PROFILE OF THE POSITION

POSITION IDENTIFICATION:

MAINTENANCE MANAGER

DEPARTMENT:

OPERATIONS

REPORTING TO:

HARBOURMASTER

MISSION:

Under the Harbourmaster's supervision he or she has the mission of looking over the good state of the installations, with maintenance tasks being carried out on these.

FUNCTIONS AND TASKS:

1. Inspection and control patrol of the facilities, with a supervision of the facilities.
2. Performing general maintenance work on the facilities.
 - Work with iron: use of radials, welding machines, sanders, etc.
 - Painting work: use of solvents. Maintenance work on signalling and beacons, walls, etc.
 - Plumbing work: small repairs, changing taps, controlling water towers, etc.
 - Lubrication work for locks and doors.
 - Electrical work: small maintenance work, controlling light towers, control over light swit ching.
 - Wood work.
3. Preparing mooring spaces and replacing ropes and water containers.
4. Meter reading for the towers, opening stopcocks at reception's request.
5. In general, executing the orders received from the Harbourmaster or the Operations' Director.

QUALIFICATIONS REQUIRED:

PROFESSIONAL TRAINING VALUED

LANGUAGES:

PORT ENGLISH

EXPERIENCE:

SIMILAR POSITION
PORT AND SEA WORK VALUED

SKILLS REQUIRED:

- Social skills
- Enjoying working in the open air
- Good physical condition
- Attentive
- Organisation and planning
- Swimmer

definition of levels group 3



SPECIFIC KNOWLEDGE:

- Fire-fighting
- Prevention of risks in the workplace
- First aid
- Fighting accidental sea contamination from hydrocarbons
- Nautical English

PHYSICAL EFFORT / MENTAL EFFORT:

The work is carried out in the open air and requires a moderate physical effort but without requiring a great mental effort.

There are moderate stress situations, mainly at weekends and/or situations in which various simultaneous services are required.

OTHERS:

- Team working, public relations
- Low autonomy
- Low level of responsibility
- Basic tools; radio, knives, gloves and safety clothing.

DRY DOCK SUPERVISOR

PROFILE OF THE POSITION

POSITION IDENTIFICATION:

DRY DOCK SUPERVISOR

DEPARTMENT:

OPERATIONS

REPORTING TO:

HARBOURMASTER

MISSION:

He or she is responsible for coordinating the dry dock as well as controlling the work carried out therein for all types of vessel.

FUNCTIONS AND TASKS:

1. Preparing quotes on works and repairs to be carried out on the vessels.
2. Directing the transport of vessels using travel-lift to the dry dock.
3. He or she is to advise the users on the recommended repairs necessary for their vessels.
4. He or she is to produce the charge notes for the work carried out.
5. He or she is to monitor the invoices raised up until their collection.
6. He or she is to prepare the statistics for repairs.
7. This is the contact with external companies who carry out work in the dry dock.
8. He or she approves the work performed by sub-contractors.

QUALIFICATIONS REQUIRED:

PROFESSIONAL TRAINING VALUED

EXPERIENCE:

5 YEARS IN A SIMILAR POSITION

SPECIFIC TRAINING:

- Knowledge of the materials used in the nautical industry.
- Expert in the handling of the different types of fibre used in vessel manufacture.
- Wide knowledge of electricity, mechanics, welding, etc.
- Knowledge of vessel painting techniques.

SKILLS REQUIRED:

- People handling skills
- Dynamism
- Organisation and planning
- Leadership
- Swimmer

definition of levels group 3



SPECIFIC KNOWLEDGE:

- First aid
- Workplace Risks Plan
- Knowledge of the facility's Emergencies Plan
- Fire-fighting

PHYSICAL EFFORT / MENTAL EFFORT:

This does not require a lot of physical effort as this is a work control task, although there is a mental aspect of stress with the accumulation of work and having to deal with difficult customers.

OTHERS:

- Team working
- Customer care
- Average autonomy
- Average level of responsibility

Comments:

In the dry docks there is the figure of the specialised port agents who are in fact harbour sailors who dedicate part of their working day to dry dock tasks. These employees are specialised in tasks such as painting, working with wood, fibre, etc. The name of port agent, normally used by the French, comes from an attempt to distinguish between the ship sailor and the harbour sailor.

CUSTOMER SERVICE MANAGER

PROFILE OF THE POSITION

POSITION IDENTIFICATION:

CUSTOMER SERVICE MANAGER

DEPARTMENT:

CUSTOMER SERVICE

REPORTING TO:

HARBOURMASTER- OPERATIONS' DIRECTOR

MISSION:

He or she is to be responsible for the conception and design of the commercial campaigns relating to the facility, including the company's corporate image, drawing up the corporate manual and its maintenance. He or she is to coordinate the Commercial and Customer Services department.

FUNCTIONS AND TASKS:

1. Drawing up the marketing plan for the facility and marketing projects in general.
2. Analysis of costs and budgets and their execution with regard to suppliers related with marketing campaigns.
3. Drawing up and maintaining the company's corporate image manual.
4. Customer recruitment, making the contacts necessary for contracting and selling the facility's services.
5. Quality control over commercial premises.
6. Organising and attending Fairs and events that are representative of the sector.
7. Calling the media and contacts with the press, specialised or not, with matters related with the harbour.
8. Preparing the harbour magazine, with responsibility for content and layout.
9. Updating the harbour's web page.
10. He or she is to plan, direct and control the implementation of the organisation's marketing plan and corporate image manual.
11. He or she is to coordinate and manage the organisation's publicity campaigns.
12. He or she is to investigate new lines of business and new products.
13. Procedures for reception, customer services, vessels' entries and departures.
14. Controlling the quality of customer service.
15. Responsible for customer satisfaction

QUALIFICATIONS REQUIRED:

3-YEAR UNIVERSITY DEGREE VALUED

LANGUAGES:

ENGLISH IS ESSENTIAL
OTHER LANGUAGES VALUED

EXPERIENCE:

THREE YEARS IN A SIMILAR POSITION

definition of levels group 3



SPECIFIC TRAINING:

- Three-year University degree on Company Administration and Management
- Public relations

SKILLS REQUIRED:

- Organisation
- Flexibility
- Social skills
- Negotiation
- Customer oriented
- Capacity for analysis
- Swimmer

SPECIFIC KNOWLEDGE:

- Sales techniques
- Knowledge of computers

PHYSICAL EFFORT / MENTAL EFFORT:

The work requires, above all, mental effort, as it is an organisation job. There are one-off stress situations, especially when a sales and purchase operation is involved.

OTHERS:

- High degree of autonomy and responsibility
- Work tools: computer and mobile telephone.

SPORTS MANAGER

POSITION IDENTIFICATION:	SPORTS MANAGER
DEPARTMENT:	SPORTS DEPARTMENT
REPORTING TO:	SPORTS DIRECTOR

MISSION:

In coordination with the Harbour Foreman, he or she is to be responsible for the sporting events to be held at the facility. He or she also coordinates the different schools.

FUNCTIONS AND TASKS:

1. Organising internal sports events
2. Preparing, controlling and monitoring the harbour's regattas calendar in coordination with the Harbour Foreman and Customer Service Manager.
3. Hiring the catering, accommodation, trophies, committees and personnel necessary for the sports events.
4. Preparing regatta documentation: advertisement, programme...
5. Managing regatta correspondence.
6. Coordinating Regatta Committees.
7. Processing all the documentation relating to regattas.
8. Checking public liability insurance.
9. Receiving participants.
10. Invitations.
11. Weather reports.
12. Notice board.
13. Organising events related with regattas.
14. Coordinating the prize giving.
15. Preparing lists of participants.
16. Supervising the harbour resources: regatta committee boat.
17. Preparing complementary activities.

QUALIFICATIONS REQUIRED:	PROFESSIONAL TRAINING VALUED
LANGUAGES:	ENGLISH AND FRENCH
EXPERIENCE:	3 YEARS IN A SIMILAR POSITION AND REGATTA ORGANISATION

SPECIFIC TRAINING:

- Managing sports entities
- Sailing and motorboat technician
- Events management and organisation

definition of levels group 3



SKILLS REQUIRED:

- Social skills
- Leadership.
- Communication
- Patience
- Responsibility
- Organisation
- Swimmer

SPECIFIC KNOWLEDGE:

- First aid
- Lifesaving
- Buoy handling
- Regatta official

PHYSICAL EFFORT / MENTAL EFFORT:

The work requires moderate mental effort and light physical effort.

OTHERS:

- Work tools: computer and telephone
- High responsibility
- Medium autonomy

Comments:

In some harbours regatta coordination is sub-contracted.

MANAGEMENT SECRETARY

PROFILE OF THE POSITION

This position is not in the general organisation chart so as not to break the hierarchical relationship that exists between all of the positions and pyramid structure of which it is composed, as this position reports directly to the Director - Manager.

It belongs to group 4 or on some occasions to group 3.

POSITION IDENTIFICATION: MANAGEMENT SECRETARY

DEPARTMENT: ADMINISTRATION

REPORTING TO: MANAGEMENT

MISSION:

He or she is to combine management support tasks with administrative tasks that he or she shares with other workers from the administration department.

FUNCTIONS AND TASKS:

1. Managing correspondence, preparing letters and messages sent by e-mail, mail, etc.
2. Administrative follow-up for the implementation of the quality standards applicable to the facility
3. Administrative control for the controlled withdrawal of MARPOL waste and dealing with the authorised company.
4. Control over rents and collection management for the corresponding invoices.
5. Customer service in person, by telephone and by radio.
6. Preparing delivery notes and their administrative control.
7. Billing and cash collection for dry dock work.
8. Control over late payers, contact with customers in collection management.
9. Meetings with Management: diary management and planning daily tasks.
10. Support for administration personnel tasks, administrative tasks.
11. Correspondence reception and filtering.
12. Travel organisation.
13. Protocol and public relations tasks.
14. File organisation and maintenance

QUALIFICATIONS REQUIRED: EXPERIENCE IN A SIMILAR POSITION

LANGUAGES: ENGLISH WITH OTHER LANGUAGES BEING VALUED

EXPERIENCE: 3 YEARS IN A SIMILAR POSITION

definition of levels group 4



SPECIFIC TRAINING:

- Management secretarial
- Business protocol

SKILLS REQUIRED:

- Social skills
- Responsibility
- Initiative
- Discretion
- Flexibility
- Capacity for analysis
- Organisation

SPECIFIC KNOWLEDGE:

- Port English
- Business protocol

PHYSICAL EFFORT / MENTAL EFFORT:

Mainly office work, no stress situations

OTHERS:

- High degree of autonomy
- Medium level of responsibility
- Tools: computer, telephone, radio, environmental manuals...

Comments:

Depending on the harbour he or she will be part of administration or customer service. In harbours with larger staff this would be limited solely to management secretarial tasks.

ADMINISTRATIVE STAFF

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

ADMINISTRATIVE STAFF

DEPARTMENT:

ADMINISTRATION

REPORTING TO: HEAD OF ADMINISTRATION

MISSION:

Performing different tasks related to billing, managing collections and accounts.

FUNCTIONS AND TASKS:

1. Daily and weekly collections management and updating.
2. Telephone attention for any customer claim or consultation.
3. Daily cash reconciliation.
4. Preparing transfers to suppliers.
5. Administrative support for management.
6. Preparing statistics requested by management.
7. Supervising invoices issued from Customer Service.
8. Billing members, customers, passing trade, sports teams, electricity and water consumption, parking, etc., as well as the work carried out in dry dock.
9. Monitoring late payers until collection received.
10. For the audits: providing all of the documentation, invoices for moorings, membership fees, registrations, etc.
11. Accounting support for all of the tasks that require this, especially with regard to accounts reconciliations and audits.
12. Controlling the gas station supply reserve. To be responsible for the orders and the delivery notes.
13. Billing vessels that leave the dry dock.
14. Recording the exit of the materials required for dry dock work.
15. Control over shop purchases and sales, stock control.

QUALIFICATIONS REQUIRED:

PROFESSIONAL TRAINING VALUED

LANGUAGES:

BASIC KNOWLEDGE OF ENGLISH

EXPERIENCE:

3 YEARS AS ADMINISTRATIVE AUXILIARY

definition of levels group 4



SPECIFIC TRAINING:

- Information technology
- Accountancy
- Employment relations

SKILLS REQUIRED:

- Social skills
- Patience
- Organisation

SPECIFIC KNOWLEDGE:

- Use of computer tools such as Contaplus, MarinaWind (Management), LogicWin (accountancy), etc.
- Knowledge of English

PHYSICAL EFFORT / MENTAL EFFORT:

This requires mental effort.

OTHERS:

- Work tools: computer and telephone
- High degree of autonomy
- Very high degree of responsibility

Comments:

In harbours that have smaller staff, he or she will also perform Customer Service tasks.

EXPERT SAILOR

PROFILE OF THE POSITION

POSITION IDENTIFICATION:

EXPERT SAILOR

DEPARTMENT:

OPERATIONS

REPORTING TO:

HARBOUR FOREMAN

MISSION:

Under the supervision of the Harbour Foreman, he or she has the mission of looking over the good state of the installations, with maintenance tasks being carried out on these. He or she stands out in one or various sailing works. He or she also helps with mooring tasks of vessels, providing assistance to users in berthing manoeuvres. He or she is also responsible for refuelling vessels in Sailors absence or in critical moments when the marina is busy. He or she is also responsible for the coordination of tasks among the sailors working at that moment.

FUNCTIONS AND TASKS:

1. Receiving "radio" communications of vessel entries and directing them to the corresponding jetty.
2. Assistance in mooring manoeuvres, preventing collisions and guaranteeing a correct berthing of the vessel to the quay.
3. Taking notes of or informing the Customer Service Department of the meter reading any time a vessel enters or departs. If the Reception is closed, he or she takes note of the vessel meter reading and gives it to Customer Service Department the following day.
4. Connecting the vessels to the different services: water, electricity, telephone, etc.
5. In absence of Customer Service personnel:
 - Informing the entering vessels with a reservation where to moor, according to the reservations sheet.
 - Filling out an information sheet about every vessel that enters the port.
 - Collecting deposits, access cards, plugs, etc. from the vessels entering the port.
 - Gathering access cards, etc. and pay back the deposits of the clients that leave as indicated by Customer Service.
 - When a client registers at Customer Service, inform him or her as soon as possible.
6. In absence of Customer Service personnel and the Foreman, if a vessel enters the port without a reservation, assigning a mooring place according to the mooring availability information sheet.
7. Every morning (with the periodicity indicated) taking the register of control of moored vessels.
8. On the night shift he or she assumes responsibility for the harbour and makes control and inspection patrols, controls entries and departures of vessels, controls access by persons to jetties and the fuel station service.
9. Filling out the check-list / daily report on the tasks carried out and the shift incidents.
10. Executing the corresponding sailing tasks, following the instructions given by the Foreman.
11. Collaborating with the towing service to users.
12. Inspection and control patrol of the facilities with a supervision of vessels (heels, plimsoll lines, state of the moorings, directly correcting possible deficiencies) and of the facilities, reporting



- any incidents to the Foreman. Checking ropes and guides.
13. Removing waste and cleaning installations, including the containers and utensils used; selective collection of oils, cloths, etc. in accordance with the Marpol Convention specifications. And looking over the good state of the installations.
 14. Performing general maintenance work on the facilities:
 - Working with iron: use of radials, welding machines, sanders, etc.
 - Painting work: use of solvents. Maintenance work on signalling and beacons, walls, etc.
 - Plumbing work: small repairs, changing taps, controlling water towers, etc.
 - Lubrication work for locks and doors.
 - Electrical work: small maintenance work, controlling light towers, control over light switching.
 - Working with wood.
 15. Executing general maintenance tasks of the installations following the instructions given by the Foreman.
 16. Assisting the maintenance technician in various general tasks.
 17. Collaborating with the periodic inventory of the sailing equipment.
 18. He or she is responsible for the control and correct use of maintenance equipment.
 19. Preparing mooring spaces and replacing ropes and water containers.
 20. Daily control list of boats, providing reception with a copy of the list for control purposes.
 21. Loading / unloading and warehousing of different port elements and products.
 22. Guarding and control over access by persons, watching over their presence in the jetty areas.
 23. Providing fuelling service to vessels, at the fuel station and also to tankers.
 24. At the fuel station, charging the fuel and get the corresponding tickets.
 25. Selling tickets and provide cash to the Foreman.
 26. Complying with the established security rules.
 27. Giving support in any emergency that may arise in the Port.
 28. Reporting to the Foreman any incident as quick as possible (vessels, moorings, clients, installations, water, cleaning, suppliers, security...).
 29. On the night shift, he or she assumes responsibility for the harbour and makes control and inspection patrols, controls access by persons to the jetties, entries and departures of vessels, state of their mooring and the fuel station service.
 30. Giving support in regattas and other sports events.
 31. Resolving night incidents and giving written reports to the foreman.

QUALIFICATIONS REQUIRED:

SAILOR

LANGUAGES:

KNOWLEDGE OF ENGLISH

EXPERIENCE:

ONE YEAR AS A SAILOR IN A MARINA. PORT AND SEA WORK VALUED.

SPECIFIC TRAINING:

- Sailor competencies
- Mooring service
- Boat structures

SKILLS REQUIRED:

- Social skills
- Enjoying working in the open air
- Good physical condition
- Attentive
- Organisation and planning
- Swimmer

SPECIFIC KNOWLEDGE:

- Fire-fighting
- Prevention of risks in the workplace
- First aid
- Fighting accidental sea contamination from hydrocarbons

PHYSICAL EFFORT / MENTAL EFFORT:

The work is to be carried out in the open air and requires a moderate physical effort (moving out by a bicycle along the harbour and jetty), higher in maintenance and loading tasks. Does not require high mental effort.

OTHERS:

- Team working, public relations
- Shift working
- Low autonomy, high during night shift
- Low level of responsibility
- Basic tools, radio, knives, gloves and safety clothing.

Comments:

Moving along the quay by bike, motorbike or car.

definition of levels group 4



MAINTENANCE OPERATIVE

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

MAINTENANCE OPERATIVE

DEPARTMENT:

OPERATIONS

REPORTING TO:

MAINTENANCE SUPERVISOR

MISSION:

Under the supervision of the Maintenance Supervisor he or she has the mission of looking over the good state of the installations, giving support in the Maintenance tasks.

FUNCTIONS AND TASKS:

1. Inspection and control patrol of the facilities, with a supervision of the facilities.
2. Performing general maintenance work on the facilities.
 - Working with iron: use of radials, welding machines, sanders, etc.
 - Painting work: use of solvents. Maintenance work on signalling and beacons, walls, etc.
 - Plumbing work: small repairs, tap changing, controlling water towers, etc.
 - Lubrication work for locks and doors.
 - Electrical work: small maintenance work, controlling light towers, control over light switching.
 - Working with wood.
3. Meter reading for the towers, opening stopcocks at reception's request.
4. Responsible for some maintenance tasks in the installations.

QUALIFICATIONS REQUIRED:

MAINTENANCE AUXILIARY

LANGUAGES:

KNOWLEDGE OF ENGLISH

EXPERIENCE:

ONE YEAR AS A MAINTENANCE AUXILIARY IN A MARINA. SIMILAR POSITION. MAINTENANCE WORK IN OTHER COMPANIES VALUED.

SKILLS REQUIRED:

- Social skills
- Enjoying working in the open air
- Good physical condition
- Attentive
- Organisation and planning
- Swimmer

SPECIFIC KNOWLEDGE:

- Fire-fighting
- Prevention of risks in the workplace
- First aid
- Fighting accidental sea pollution from hydrocarbons
- Nautical English

PHYSICAL EFFORT / MENTAL EFFORT:

The work is carried out in the open air and requires a moderate physical effort but without requiring a great mental effort.

There are moderate stress situations, mainly at weekends and/or situations in which various simultaneous services are required.

OTHERS:

- Team working, public relations
- Low autonomy
- Low level of responsibility
- Basic tools; radio, knives, gloves and safety clothing.

Comments:

Moving along the quay by bike, motorbike or car.

definition of levels group 4



DRY DOCK OPERATIVE

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

DRY DOCK OPERATIVE

DEPARTMENT:

OPERATIONS

REPORTING TO:

DRY DOCK SUPERVISOR

MISSION:

Under the supervision of the Dry Dock's Supervisor he or she carries out the dry dock work as well as controlling the work carried out on all types of vessels.

FUNCTIONS AND TASKS:

1. Performs the works and repairs to be carried out on the vessels.
2. He or she is to advise the users on the recommended repairs necessary for their vessels.
3. Fills out and signs Work Orders.
4. He or she approves the work performed by sub-contractors.

QUALIFICATIONS REQUIRED:

DRY DOCK AUXILIARY

EXPERIENCE:

1 YEAR AS DRY DOCK AUXILIARY.

EXPERIENCE IN A SIMILAR
POSITION VALUED

SPECIFIC TRAINING:

- Knowledge of the materials used in the nautical industry.
- Expert in the handling of the different types of fibre used in vessel manufacture.
- Wide knowledge of electricity, mechanics, welding, etc.
- Knowledge of vessel painting techniques.

SKILLS REQUIRED:

- People handling skills
- Dynamism
- Organisation and planning
- Leadership
- Swimmer

SPECIFIC KNOWLEDGE:

- First aid
- Workplace Risks Plan
- Knowledge of the facility's Emergencies Plan.
- Fire-fighting

PHYSICAL EFFORT / MENTAL EFFORT:

The work is carried out in the open air and requires a moderate physical effort (moving vessels and weighty objects) but without requiring a great mental effort.

There can be situations of moderate stress, situations in which various simultaneous services are required and in periods of high urgency for completing work.

OTHERS:

- Team working
- Customer care
- Little autonomy
- Little responsibility

definition of levels group 4



COMMERCIAL REPRESENTATIVE

PROFILE OF THE POSITION

POSITION IDENTIFICATION: COMMERCIAL REPRESENTATIVE

DEPARTMENT: CUSTOMER SERVICE

REPORTING TO: CUSTOMER SERVICE MANAGER

MISSION:

He or she performs the tasks that involve a direct commercial relationship with the Harbour's customers and users.

FUNCTIONS AND TASKS:

1. Receiving and attending to requests for general information on the harbour and mooring prices and reservations by telephone and e-mail.
2. Communication with accounts with regard to invoice collections and their filing.
3. Sale of mooring spaces and collection management.
4. Control over the list of vessels, entries and departures, variations for billing purposes.
5. Requesting maintenance tasks, notifying Foreman of customer requests.
6. Customer service for passing vessels and usual customers: arrival sheet, billing for supplies and services, etc.
7. Monthly billing for rental of commercial premises, issuing invoices, communication and collection management.
8. Control and invoicing of consumptions by long stay vessels every three months and passing vessels every time there is a withdrawal.

QUALIFICATIONS REQUIRED: PROFESSIONAL TRAINING VALUED

LANGUAGES: ENGLISH IS ESSENTIAL
OTHER LANGUAGES VALUED

EXPERIENCE: 3 YEARS IN A SIMILAR POSITION

SPECIFIC TRAINING: NOT REQUIRED

SKILLS REQUIRED:

- Social skills
- Respect
- Patience
- Prudence

SPECIFIC KNOWLEDGE:

- Languages
- Information technology at user level
- Customer Service
- Nautical terminology

PHYSICAL EFFORT / MENTAL EFFORT:

The work requires moderate mental effort and a little physical effort.

OTHERS:

- Work tools: Computer, radio, telephone and office stationery.
- Average level of responsibility
- Low level of autonomy

Comments:

In harbours with reduced staffs he or she will also assume administrative profile tasks.

definition of levels group 4



RECEPTIONIST

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

RECEPTIONIST

DEPARTMENT:

CUSTOMER SERVICE

REPORTING TO:

CUSTOMER SERVICE MANAGER

MISSION:

He or she performs the tasks that involve a direct Relationship with the Harbour's customers.

FUNCTIONS AND TASKS:

1. Receiving and attending to requests for general information on the harbour and mooring prices and reservations by telephone and e-mail.
2. Attending to the radio, consulting with the different departments so as to provide a response.
3. Cash collection and reconciliation (responsibility shared with other colleagues).
4. Communication with accounts with regard to invoice collections and their filing.
5. Providing weather reports to boats or persons who so request these.
6. Managing correspondence.
7. Assigning mooring posts, drawing up profile files for passers.
8. Controlling tasks pending in the reception record.
9. Control over the list of vessels, entries and departures, variations for billing purposes.
10. Requesting maintenance tasks, notifying Foreman of customer requests.
11. Customer service for passing vessels and usual customers: arrival sheet, billing for supplies and services, etc.
12. Entrance control: receipt of request for mooring and requesting the master documentation, the volume and the last insurance receipt for the vessel.

QUALIFICATIONS REQUIRED:

PROFESSIONAL TRAINING VALUED

LANGUAGES:

ENGLISH IS ESSENTIAL OTHER LANGUAGES VALUED

EXPERIENCE:

3 YEARS IN A SIMILAR POSITION

SPECIFIC TRAINING:

NOT REQUIRED

SKILLS REQUIRED:

- Social skills
- Respect
- Patience
- Prudence

SPECIFIC KNOWLEDGE:

- Languages
- Information technology at user level
- Customer Service
- Nautical terminology

PHYSICAL EFFORT / MENTAL EFFORT:

The work requires moderate mental effort and a little physical effort.

OTHERS:

- Work tools: Computer, radio, telephone and office stationery.
- Average level of responsibility
- Low level of autonomy

Comments:

In harbours with reduced staffs he or she will also assume administrative profile tasks.

definition of levels group 4



SPORTS SECRETARY

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

SPORTS SECRETARY

DEPARTMENT:

SPORTS DEPARTMENT

REPORTING TO:

SPORTS MANAGER

MISSION:

He or she performs administrative tasks for his or her department, customer service, billing and accounts.

FUNCTIONS AND TASKS:

1. Managing courses, events, regattas, etc.
2. Telephone service.
3. Managing registrations, entries.
4. Preparing lists, reports' events, document collection.
5. Invoicing the sports teams.
6. Coordinating monitors, courses, opening hours.

QUALIFICATIONS REQUIRED:

PROFESSIONAL TRAINING VALUED

LANGUAGES:

BASIC KNOWLEDGE OF ENGLISH

EXPERIENCE:
AUXI

3 YEARS AS ADMINISTRATIVE
LIARY

SPECIFIC TRAINING:

- Information technology
- Accountancy
- Employment relations

SKILLS REQUIRED:

- Social skills
- Patience
- Organisational skills

SPECIFIC KNOWLEDGE:

The use of office software programs and management for events and regattas.

PHYSICAL EFFORT / MENTAL EFFORT:

This requires mental effort.

OTHERS:

- Work tools: Computer and telephone.
- High degree of autonomy.
- Very high degree of responsibility.

definition of levels group 5



ADMINISTRATIVE AUXILIARY

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

ADMINISTRATIVE AUXILIARY

DEPARTMENT:

ADMINISTRATION

REPORTING TO:

HEAD OF ADMINISTRATION

MISSION:

He or she performs different administrative tasks in their department.

FUNCTIONS AND TASKS:

1. Daily and weekly collections management and updating.
2. Telephone attention for any customer claim or consultation.
3. Administrative support for management.
4. Supervising invoices issued from Customer Service.
5. Monitoring late payers until collection is received.
6. For audits: providing all of the documentation, invoices for moorings, membership fees, registrations, etc.
7. Controlling the gas station supply reserve. To be responsible for the orders and the delivery notes.
8. Recording the exit of the materials required for dry dock work.
9. Control over shop purchases and sales, stock control.

QUALIFICATIONS REQUIRED:

PROFESSIONAL TRAINING VALUED

LANGUAGES:

BASIC KNOWLEDGE OF ENGLISH

EXPERIENCE:

NOT REQUIRED

SPECIFIC TRAINING:

- Information technology
- Accountancy
- Labour relations

SKILLS REQUIRED:

- Social skills
- Patience
- Organisation

SPECIFIC KNOWLEDGE:

- Use of computer tools such as Contaplus, MarinaWind (Management), LogicWin (accountancy), etc.
- Knowledge of English

PHYSICAL EFFORT / MENTAL EFFORT:

This requires mental effort.

OTHERS:

- Work tools: Computer and telephone.
- High degree of autonomy.
- Very high degree of responsibility.

Comments:

In harbours that have smaller staff, he or she will also perform Customer Service tasks.

definition of levels group 5



SAILOR

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

SAILOR

DEPARTMENT:

OPERATIONS

REPORTING TO:

HARBOUR FOREMAN

MISSION:

Under the supervision of the Foreman, he or she has the mission of looking over the good state of the installations, with maintenance tasks being carried out on these. Performs the mooring tasks for vessels, providing assistance to users in berthing manoeuvres. He or she also carries out the work on refuelling vessels.

FUNCTIONS AND TASKS:

1. Inspection and control patrol of the facilities with a supervision of vessels (heels, plimsoll lines, state of the moorings, directly correcting possible deficiencies) and of the facilities, reporting any incidents to the foreman.
Checking ropes and guides.
2. Daily control list of boats, providing reception with a copy of the list for control purposes.
3. Guarding and control over access by persons, watching over their presence in the jetty areas.
4. Removing waste and cleaning installations, including the containers and utensils used; selective collection of oils, cloths, etc. in accordance with the Marpol Convention specifications.
5. Performing general maintenance work on the facilities:
 - Working with iron: use of radials, welding machines, sanders, etc.
 - Painting work: use of solvents. Maintenance work on signalling and beacons, walls, etc.
 - Plumbing work: small repairs, changing taps, controlling water towers, etc.
 - Lubrication work for locks and doors.
 - Electrical work: small maintenance work, controlling light towers, control over light switching.
 - Working with wood.
6. Assistance in mooring manoeuvres, providing the help necessary for performing the manoeuvre and for correct berthing of the vessel to the quay.
7. Preparing mooring spaces and replacing ropes and water containers.
8. Providing fuelling service to vessels, issuing the corresponding delivery notes and invoices, as applicable.
9. Providing towing service to users.
10. Meter reading for the towers, opening stopcocks at reception's request.
11. In general, executing orders received from the Harbour Foreman and other superiors.
12. On the night shift, taking rubbish containers outside of the installation and recovering these at the start of the day shift. (7:30 am).
13. On the night shift he or she assumes responsibility for the harbour and makes control and inspection patrols, controls access by persons to the jetties, entries and departures of vessels, state of their mooring and the fuel station service.
14. Resolving night incidents and giving written reports to the foreman.

QUALIFICATIONS REQUIRED:
LANGUAGES:

SCHOOL-LEAVING CERTIFICATE VALUED
KNOWLEDGE OF ENGLISH

EXPERIENCE:

NOT REQUIRED PORT AND SEA WORK VALUED

SPECIFIC TRAINING:

- Sailor competences
- Mooring service
- Boat structures

SKILLS REQUIRED:

- Social skills
- Enjoying working in the open air
- Good physical condition
- Attentive
- Organisation and planning
- Swimmer

SPECIFIC KNOWLEDGE:

- Fire-fighting
- Prevention of risks in the workplace.
- First aid
- Fighting accidental sea contamination from hydrocarbons.
- Nautical English

PHYSICAL EFFORT / MENTAL EFFORT:

The work is to be carried out in the open air and requires a moderate physical effort (moving out by bicycle along the harbour and jetty). It requires greater effort in maintenance and loading works. It does not require a great mental effort.

There are moderate stress situations, mainly at weekends and/or situations in which various simultaneous services are required.

OTHERS:

- Team working, public relations
- Shift working
- Low autonomy, high during night shift
- Low level of responsibility
- Basic tools, radio, knives, gloves and safety clothing.

Comments:

Moving around the quay by bike, motorbike or car.

definition of levels group 5



MAINTENANCE AUXILIARY

PROFILE OF THE POSITION

POSITION IDENTIFICATION: MAINTENANCE AUXILIARY

DEPARTMENT: OPERATIONS

REPORTING TO: MAINTENANCE SUPERVISOR

MISSION:

Under the supervision of the Maintenance Supervisor he or she has the mission of looking over the good state of the installations, supporting the Maintenance Supervisor in his or her tasks.

FUNCTIONS AND TASKS:

1. Inspection and control patrol of the facilities with a supervision of the facilities.
2. Performing general maintenance work on the facilities:
 - Working with iron: use of radials, welding machines, sanders, etc.
 - Painting work: use of solvents. Maintenance work on signalling and beacons, walls, etc.
 - Plumbing work: small repairs, tap changing, controlling water towers, etc.
 - Lubricating work for locks and doors.
 - Electrical work: small maintenance work, controlling light towers, control over light switching.
 - Working with wood.
3. Preparing mooring spaces and replacing ropes and water containers.
4. Meter reading for the towers, opening stopcocks at reception's request.
5. In general, executing the orders received from the Foreman or the Operations' Manager.

QUALIFICATIONS REQUIRED: SCHOOL-LEAVING CERTIFICATE VALUED

LANGUAGES: KNOWLEDGE OF ENGLISH

EXPERIENCE: SIMILAR POSITION

SKILLS REQUIRED:

- Social skills
- Enjoying working in the open air
- Good physical condition
- Attentive
- Organisation and planning
- Involvement and motivation
- Comradeship
- Swimmer

SPECIFIC KNOWLEDGE:

- Fire-fighting
- Prevention of risks in the workplace
- First aid
- Fighting accidental sea pollution from hydrocarbons
- Nautical English

PHYSICAL EFFORT / MENTAL EFFORT:

The work is carried out in the open air and requires a moderate physical effort but without requiring a great mental effort.

There are moderate stress situations, mainly at weekends and/or situations in which various simultaneous services are required.

OTHERS:

- Responsible for coordinating sailors
- Team working, public relations
- Low autonomy
- Work tools: electric welding machine, air compressor, battery chargers, sander, hammer, drill, radial...

definition of levels group 5



DRY DOCK AUXILIARY

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

DRY DOCK AUXILIARY

DEPARTMENT:

OPERATIONS

REPORTING TO:

DRY DOCK SUPERVISOR

MISSION:

He or she carries out the dry dock work as well as controlling the work carried out on all types of vessels anchored in the marina.

FUNCTIONS AND TASKS:

1. Performs the works and repairs to be carried out on the vessels.
2. He or she is to advise the users on the recommended repairs necessary for their vessels.
3. Fills out and signs Work Orders.
4. He or she approves the work performed by sub-contractors.

QUALIFICATIONS REQUIRED:

SCHOOL-LEAVING CERTIFICATE VALUED

EXPERIENCE:

3 YEARS IN A SIMILAR POSITION

SPECIFIC TRAINING:

- Knowledge of the materials used in the nautical industry.
- Expert in the handling of the different types of fibre used in vessel manufacture.
- Wide knowledge of electricity, mechanics, welding, etc.
- Knowledge of vessel painting techniques.

SKILLS REQUIRED:

- People handling skills.
- Dynamism
- Organisation and planning
- Leadership
- Swimmer

SPECIFIC KNOWLEDGE

- First aid
- Workplace Risks Plan
- Knowledge of the facility's Emergencies Plan
- Fire-fighting

PHYSICAL EFFORT / MENTAL EFFORT:

The work is carried out in the open air and requires a moderate physical effort (moving vessels and weighty objects) but without requiring a great mental effort.

There can be situations of moderate stress, situations in which various simultaneous services are required and in periods of high urgency for completing work.

OTHERS:

- Team working
- Customer care
- Little autonomy
- Little responsibility

definition of levels group 5



SALES AUXILIARY

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

SALES AUXILIARY

DEPARTMENT:

CUSTOMER SERVICE

REPORTING TO:

CUSTOMER SERVICE MANAGER

MISSION:

Performing administrative tasks that have some commercial relationship with customers.

FUNCTIONS AND TASKS:

1. Notifications to Customers and Users (e-mail, letters, posters...)
2. Managing customers' comments or claims.
3. Administrative tasks of a general nature.
4. Rates, mooring prices and services by telephone and e-mail.
5. Administrative support in the sale of mooring spaces and collection management.
6. Control over the list of vessels, entries and departures, and variations for billing purposes.
7. Reception of customers' requests
8. Administrative support for monthly billing for rental of commercial premises, issuing invoices, communication and collection management.

QUALIFICATIONS REQUIRED:

SCHOOL-LEAVING CERTIFICATE VALUED

LANGUAGES:

HIGH LEVEL OF ENGLISH

EXPERIENCE:

NOT REQUIRED

SPECIFIC TRAINING:

NOT REQUIRED

SKILLS REQUIRED:

- Good level of interlocution
- Resolute
- Dynamic

SPECIFIC KNOWLEDGE:

- Port English
- Business protocol

PHYSICAL EFFORT / MENTAL EFFORT:

Stress situations may occur when there is saturation in the switchboard and/or Reception, also with difficult clients or public. It does not require high mental effort.

OTHERS:

- Low autonomy
- Medium level of responsibility
- Tools: computer and telephone

Comments:

This is a multi-functional position, as independently of tasks of a commercial nature, he or she performs support functions for his or her department and others.

definition of levels group 5



RECEPTIONIST AUXILIARY

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

RECEPTIONIST AUXILIARY

DEPARTMENT:

CUSTOMER SERVICE

REPORTING TO:

CUSTOMER SERVICE MANAGER

MISSION:

The mission of this position is to provide internal and external radio-telephone service, customer reception and administrative tasks for Reception.

FUNCTIONS AND TASKS:

1. Filtering national and international calls.
2. Passing on the reasons for communications to the corresponding department in the harbour.
3. Managing rooms and visits.
4. Managing mail and couriers.
5. Filing
6. Accountancy
7. Administrative tasks of a general nature.

QUALIFICATIONS REQUIRED:

SCHOOL-LEAVING CERTIFICATE VALUED

LANGUAGES:

HIGH LEVEL OF ENGLISH

EXPERIENCE:

NOT REQUIRED

SPECIFIC TRAINING:

NOT REQUIRED

SKILLS REQUIRED:

- Good level of interlocution
- Resolute
- Dynamic

SPECIFIC KNOWLEDGE:

- Port English
- Business protocol

PHYSICAL EFFORT / MENTAL EFFORT:

Stress situations may occur when there is saturation in the switchboard and/or Reception, also with difficult clients or public. Does not require high mental effort.

OTHERS:

- Low autonomy
- Medium level of responsibility
- Tools: computer and telephone

Comments:

This is a multi-functional position, as independently of the telephone tasks, he or she performs support functions for his or her department and others.

definition of levels group 5



MONITOR

PROFILE OF THE POSITION
POSITION IDENTIFICATION:

MONITOR

DEPARTMENT:

SPORTS DEPARTMENT

REPORTING TO:

SPORTS MANAGER

MISSION

Coordinating and developing all activities referring to the practice of water sports.

FUNCTIONS AND TASKS:

1. Maintaining launches, installations, maintenance and material updating.
2. Planning and developing all training activities: Manoeuvres, tactics, flexibility, and concentration.
3. When a regatta is organised from the marina itself: laying buoys, committee ship functions...
4. Coordinating the documentation for quality systems courses.
5. Responsible for planning training sessions, both at the theoretical and the practical level.
6. Summer courses: Coordinating courses with regard to manuals, timetables, shifts, distribution of groups, etc.
7. Organising sports events (league, friendly events...).
8. Logistics for holding regattas.
9. Responsible for the documentation for all courses.
10. Competitions: Organising trips to events and training sessions: hotel reservations, processing authorisations, permits, federation licences.
11. Providing information for the web page.

QUALIFICATIONS REQUIRED:

PROFESSIONAL TRAINING VALUED

LANGUAGES:
ENGLISH

KNOWLEDGE OF NAUTICAL EN-

EXPERIENCE:

SAILING AND REGATTAS

SPECIFIC TRAINING:

- Initiation monitor
- Advanced course trainer
- Yachting skipper certificate
- D1 driving licence: For moving vessels by road

SKILLS REQUIRED:

- Responsibility
- Enjoyment of teaching
- Enjoyment of sea activities
- Organisational capacity
- Swimmer

PHYSICAL EFFORT / MENTAL EFFORT:

The work requires physical effort for carrying out the activities and mental effort for planning and organising these.

OTHERS:

- High degree of autonomy
- High level of responsibility
- Tools: launches, video and audio recorders, whistles, ropes. Computer: Programming applications for creating the web page, programs for regatta classifications, etc.

Comments:

This is normally a person who is hired on a part-time basis, during summer.



Source: *Federación Española de Asociaciones de Puertos Deportivos y Turísticos*