

**Job Description**  
**Seasonal Boat House Manager**  
(Updated: March 6, 2018)

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**Current Salary Range:** \$12.00-\$13.90/hr    **Reports to:** REO Manager

**Status:** Seasonal Employment

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**Scope and Nature of Position:** The Seasonal Operations Manager position is an hourly, part time position. The job requires a work schedule of a minimum of 30 hours per week, with additional hours required for special events and supervisory duties. The work schedule for this position will vary in and out of season, with irregular working hours. This position will NOT be eligible for HARP Authority benefits, including benefit-pool funds and vacation and sick time accrual.

**Summary of Position Duties and Responsibilities:** During the boat season the Seasonal Operation Manager will be responsible for the day-to-day operation of the excursion and pedal-boat operations, concessions, visitor information services and general operations of the Welcome Center on the Historic Arkansas Riverwalk of Pueblo. This position will assist with hiring, training, and supervising all seasonal staff and volunteers for ticket sales, concession sales, pedal boats, excursion boat captains, and needed wait staff for private parties; and, conduct the daily banking, record keeping, and cash management needs of the operation.

**Specific Duties:**

Customer Service/Merchandise and Marketing

1. direct and assure the consistent, quality delivery of the following Riverwalk Services: a) excursion and pedal boat rides; b) food and beverage concessions; c) Riverwalk merchandise sales; d) visitor information and guest services; e) private parties and charter/lease boat events; and f) special entertainment and events, as needed
2. carryout the specific tasks associated with the annual marketing/riverwalk services plan, which include solicitation of boat sponsorships, corporate events, private parties, the dissemination of advertising materials (coupons, posters, flyers, banners, etc.).
3. maintain a reservations calendar and schedule for all excursion boat charters or leases, and facilitate the food service and beverage needs for such private parties, in cooperation with the HARP Administrative Coordinator (as needed).
4. maintain an inventory and set up appropriate displays of all merchandise on a weekly basis
5. provide a week long operations and customer service training for all seasonal help in coordination with the REO Manager and Operations

2. monitor the cleanliness of Boathouse restroom facilities and report conditions to REO Manger; direct seasonal staff to support facility maintenance needs, assuring that there is proper supplies available at all times
3. maintain a clean and presentable boathouse/visitor information facility and pedal boat ticket booth at all times, including merchandise displays, sales/visitor counter, ice cream and beverage coolers, brochure displays, signage, and storage areas

**Minimum Qualifications:** Three to five years experience in retail sales/service industry, with at least two years in a supervisory capacity, plus an Associate's degree or a minimum of two years in college in a business or marketing related degree program. A combination of additional years of customer service experience and training may substitute for a degree. Experience in the tourism and attractions industry is highly considered. Excellent written and oral presentation and communication skills, knowledge of Microsoft Programs (Word, Excel, Powerpoint, etc.), proficiency with Adobe Software (InDesign, Photoshop, Illustrator, and Dreamweaver), the ability to problem solve toward meeting customer's needs; and the ability to effectively train and encourage others to meet high expectations.

**Job Related Requirements:** This position requires the use of a personal vehicle to run errands; it also requires physical activity, including, but not limited to, walking the Riverwalk, setting up tables, chairs, and display equipment, climbing ladders to hang banners, lifting coolers and containers with beverages, using a hand-truck, pushing an ice cream cart, setting up tents, and driving a 4-wheel drive utility cart.

## **Sexual Harassment**

Because sexual harassment raises issues that are to some extent unique in comparison to other harassment, the HARP Authority believes it warrants separate emphasis. The HARP Authority strongly opposes sexual harassment and inappropriate sexual conduct. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when:

- Submission to such conduct is made explicitly or implicitly a term or condition of employment.
- Submission to or rejection of such conduct is used as the basis for decisions affecting an individual's employment.
- Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

All employees are expected to conduct themselves in a professional and businesslike manner at all times. Inappropriate sexual conduct that could lead to a claim of sexual harassment is expressly prohibited by this policy. Such conduct includes, but is not limited to, sexually implicit or explicit communications whether in:

- Written form, such as cartoons, posters, calendars, notes, letters, e-mail.
- Verbal form, such as comments, jokes, foul or obscene language of a sexual nature, gossiping or questions about another's sex life, or repeated unwanted requests for dates.
- Physical gestures and other nonverbal behavior, such as unwelcome touching, grabbing, fondling, kissing, massaging, and brushing up against another's body.

## **EEO/Harassment Complaint Procedure**

If you believe there has been a violation of the EEO policy or harassment based on the protected classes outlined above, including sexual harassment, please use the following complaint procedure. The HARP Authority expects employees to make a timely complaint to enable a prompt investigation and to correct any behavior that may be in violation of this policy.

Report the incident to the Executive Director, who will promptly investigate the matter and take appropriate corrective action. Your complaint will be kept as confidential as practicable. If you feel you cannot go to this individual with your complaint, you should report the incident to the HARP Authority Chairperson.

Employees who violate any aspect of this policy may be subject to disciplinary action up to and including termination. Please contact the Executive Director if you have any questions.

## **SECTION 5. PAY PERIOD**

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HARP Authority employees are paid Bi-Weekly on Fridays. If the regular payday occurs on a holiday employees are paid on the last working day prior to the regular payday. On each payday, employees receive a statement showing gross pay, deductions, and net pay. Automatic deductions such as additional tax withholding will be deducted from each pay check

For your convenience, we offer the option of having paychecks automatically deposited to employee's bank account(s).

## **SECTION 6. DISCIPLINARY ACTION**

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All jobs carry with them certain responsibilities, including the observance of rules of conduct essential for the safe and efficient operation of the HARP Authority. It is important that employees perform to the best of their ability at all times. In the event that an employee performs at an unsatisfactory level, violates HARP rules or behaves in an inappropriate manner, disciplinary action will be taken. Disciplinary penalties may result in immediate discharge, demotion, disciplinary suspension, written and verbal warnings, or other penalties, depending upon the supervisor's appraisal of circumstances and the nature of the violation. Any action taken by management in an individual case should not be assumed to establish a precedent in other circumstances.

## **SECTION 7. TERMINATION**

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Employees discharged by the HARP Authority will be released with no advance notice. In the event an employee is discharged, the employee will be paid through date of termination. Employees are hired at the discretion of the HARP Authority. Just as employees may voluntarily leave at any time, an employee's employment may be terminated at any time.