

JOB DESCRIPTION
Luggage Handler/Dock Staff

REPORTS TO: Dock Manager

RESPONSIBILITIES:

- Assist the Dock Manager with the orderliness of passengers, vehicles, and freight on the dock and maintain the cleanliness of dock area, enforcing company policy as required.
- Assist with the delivery of freight to the dock; unload and prepare the freight for transport to Beaver Island; adequately identify and package freight items. Allow for “worst case” weather conditions (check with Captain).
- Cheerfully greet all vehicles and customers arriving in the dock area and direct them as necessary.
- Be familiar with company Mission Statement and use it to guide policy and conduct in all operations.
- Be familiar with Beaver Island and all aspects of the Company to answer questions asked by public.
- Assist with the loading and unloading of passengers, vehicles and freight.
- Control /secure luggage rack. Manage the loading and unloading of freight onto the rack.
- Familiarize self with and follow all safety and security policies.
- Follow all Company Personnel Policies and Procedures.

QUALIFICATIONS:

- Packaging, shipping, fork truck operation, and dock operations experience.
- Customer Service experience. Comfortable and personable in dealing with people. Able to effectively represent the Beaver Island Boat Company. A “self starter” able to be flexible and innovative in solving complex customer requests. Interested in the self satisfaction derived from successfully carrying out required/diversified responsibilities in a small company.
- Diplomatic in working with multiple company terminals/docks and vessel personnel.
- Basic business knowledge; understanding of concepts of responsibility, authority and accountability; as well as purchaser/supplier relationships; profitability; and business ethics.