

TYPE OF CONTRACT : Full time

LOCATION: **Port VAUBAN – 06600 Antibes**

START DATE: **As soon as possible**

Assistant harbour master M/F



PORT VAUBAN MARINA is the LEADING PLEASURE HARBOUR IN THE Mediterranean in terms of tonnage. Covering 46 hectares with a basin of 32 hectares, the marina can berth 1650 vessels from 4,50m to 170m in length and is open 24/7 all year round.

KEY RESPONSIBILITIES

Under the authority of the Commandant/ Harbour Master of Port Vauban , your main responsibilities are :

- ▶ **Coordinate a team of 5 - 12 marina agents** in charge of marina services (welcoming VESSELS entering the harbour, berthing, providing on-shore utilities , ASSISTANCE) and maintenance of the quays (cleaning, removal of waste, maintenance of green areas ...).
- ▶ **Manage / Operate the MARINA basin,**
 - Manage the movement of VESSELS and optimise the availability of berth PLACES in relation with the front office and external platforms (Navily)
 - Develop the welcome of clients into the harbour and control towing operations OF PLEASURE VESSELS or assistance for super yachts.
 - Manage requests for berths and allocate berths in adherence with internal and Riviera Ports procedures,
 - Manage requests for services in coordination with the Front Office (Pôle Accueil) for quay services and invoicing.
 - Keep official records up to date
- ▶ **Carry out daily inspections of the facilities,** communicate any corrective cleaning and maintenance actions necessary .
- ▶ **Ensure the quality of customer service:** for boat/yacht users, clubs, teams, partners, ... based on management that is transparent and IMPECABLE
- ▶ **Provide strong recommendations** to create new customer services (benchmarking, analysis of customer satisfaction surveys, environmental approach ...)
- ▶ **Participate in the organisation of events IN the Port Vauban marina:** Marking out zones, supervising the erection and dismantling of equipment, staff availability, minor maintenance and handling tasks ...
- ▶ **Ensure the security and environmental conditions and obligations are respected within the maritime area:**
 - ▶ Enforce health and safety rules
 - Ensure the monitoring of quality, safety and environmental standards for the areas of responsibility, in liaison with the QSE coordinator,
 - Participate in and contribute to the Marina's environmental approach (Port Propre, pavillon bleu, ...)

PROFILE

Fluent French and English

Significant experience working in a maritime environment

Experience in customer care ++

Boat licence and significant sailing experience

APTITUDES

Integrity

Excellent customer relations

Transparency

Crisis management

Availability at weekends and staggered work hours.

Please send your cv and cover letter to :

drh-recrutement@cote-azur.cci.fr