



JOIN OUR TEAM REJOIGNEZ NOTRE ÉQUIPE



The Toronto Port Authority owns and operates:
L'Administration portuaire de Toronto possède et exploite:

AÉROPORT DE TORONTO
BILLY BISHOP
TORONTO CITY AIRPORT

PORT OF
TORONTO

OUTER HARBOUR
MARINA
DE L'AVANT-PORT

The Toronto Port Authority operates the Billy Bishop Toronto City Airport, the Port of Toronto and the Outer Harbour Marina. We are proud to be partners in securing Toronto's economic prosperity and enhancing its beautiful waterfront for all to enjoy.

The Toronto Port Authority has the following permanent, full-time, opportunity awaiting you:

ASSOCIATE MANAGER, MARINA OPERATIONS

The Associate Manager, Marina Operations oversees the safe and efficient daily operations of the Outer Harbour Marina by leading front-line service delivery, supervising dock and administrative activities, and supporting staff during assigned shifts. The role ensures exceptional customer experience, maintains accurate records and reporting, enforces health, safety, and environmental standards, and collaborates with marina leadership to drive continuous improvement in service quality, safety, and operational efficiency.

Note: This is an on-site role that requires flexibility to workdays, evenings, weekends and holidays.

RESPONSIBILITIES:

General activities and functions include, but are not limited to:

- Deliver exceptional front-line customer service to slip holders, transients, guests, contractors, and stakeholders across all channels.
- Lead and coordinate daily marina operations on shift, assigning work and supervising Student Attendants and Dock Masters.

- Oversee dock operations and act as the escalation point for service, safety, and operational issues.
- Manage transient bookings, slip-holder requests, appointments, and inquiries using the Harbour Management System.
- Maintain accurate customer, vessel, and slip records, ensuring timely updates and regulatory documentation.
- Monitor unidentified vessels, storage items, and dock/yard issues, coordinating resolutions with leadership.
- Support accounts receivable processes, including customer documentation, reminder calls, and escalation of collections.
- Complete daily, weekly, and monthly reconciliations and reporting of sales, fuel, pump-outs, retail, and services.
- Conduct outbound sales and retention activities to drive slip occupancy, renewals, and future bookings.
- Process payments and perform point-of-sale balancing, investigating and escalating discrepancies as required.
- Prepare shift logs, reports, and summaries covering operations, incidents, escalations, and sales activity.
- Enforce health, safety, environmental, and security practices in compliance with legislation and organizational policies.
- Participate in emergency preparedness, evacuation drills, and incident management protocols.
- Prepare, review, and safeguard operational reports, communications, and sensitive documentation.
- Provide day-to-day leadership, onboarding, coaching, and performance feedback to seasonal staff.
- Support staffing, training coordination, scheduling, and performance review processes.
- Assist with purchasing, inventory tracking, cost control, and resource efficiency.
- Identify, report, and escalate operational, financial, safety, and technology-related risks.
- Build and maintain effective relationships with internal teams, vendors, government agencies, and community stakeholders.
- Contribute to continuous improvement, professional development, ESG initiatives, and organizational culture.

SKILLS AND QUALIFICATIONS

- Post-secondary education in Marina Operations, Hospitality/Tourism, Business Administration, or a related field.
- Two (2) years of experience in a customer-service, dockside, or recreational marine environment, including a minimum of one (1) year in a supervisory/lead role.
- Demonstrated experience leading seasonal/shift-based teams, including scheduling, timekeeping verification, onboarding, training, coaching, and performance/attendance management.
- Strong customer service and conflict-resolution skills, with the ability to lead service recovery and manage escalated complaints professionally.
- Knowledge of marina operations and best practices, including dock safety, boating fundamentals, and delivery of common on-water services.

- Working knowledge of health, safety, and environmental requirements in an operational setting; ability to stop work and escalate hazards when required.
- Ability to respond effectively to operational incidents and weather impacts, coordinating staff response and completing required documentation.
- Strong administrative and business-controls skills, including accurate recordkeeping, reconciliations, and handling sensitive/confidential information.
- Experience supporting procurement and vendor/contract administration in accordance with organizational procedures.
- Strong computer proficiency, including Microsoft Office and experience using a harbour/marina management system and/or related financial systems.
- Valid Ontario Class G Driver's Licence.
- Standard First Aid and CPR-C or ability to obtain.
- Marine VHF Radio Operator Certification or ability to acquire.
- Able to swim and tread water strongly recommended.
- Toronto Harbour Permit or ability to acquire within one (1) month.
- Bilingual in English/French is an asset.

SPECIAL CONDITIONS

- Criminal record check will be conducted on hire.
- Annual Driver's License validity check, as applicable.
- Flexibility to work extended hours, weekend and holidays.
- Active response to phone and emails afterhours may be required.

WORK ENVIRONMENT / PHYSICAL DEMANDS

- Often working outside in all-weather conditions (heat, rain, cold), performing hands-on tasks on floating docks, and working from, or operating a boat, frequently near open water.
- General office environment with limited privacy and background noise from computers and office equipment for administrative tasks.
- Standing, walking, bending, pushing, pulling, moderate lifting, and moderate sitting.
- Job hazards may include musculoskeletal disorders (repetitive strain), neck, shoulder, and back fatigue, and eye strain.
- Special equipment includes radios or other portable communication devices, telephones, computers, printers, photocopiers, and shredders.
- Exposure to odours and fumes from fuel and marine-related chemicals.
- Other hazards can include working near and around water, heavy/motorized equipment, and near or with chemicals.

LOCATION: Outer Harbour Marina - 475 Unwin Avenue, Toronto.

Must have own transportation. There is no access by public transportation to this location.

Interested and qualified candidates are invited to e-mail a resume along with a covering letter outlining how your experience supports our position requirements to:

careers@torontoportauthority.com

In the subject line, please quote: **ASSOCIATE MANAGER, MARINA OPERATIONS**

By submitting a resume and/or job application materials, you consent to the Toronto Port Authority collecting, using, and disclosing your personal information for the purposes of present or future job opportunities, in accordance with our Privacy Policy.

We thank all applicants for their interest. However, only applicants selected for an interview will be contacted. The Toronto Port Authority is an equal opportunity employer.



To learn more about the Toronto Port Authority and the exciting work we are doing to be a city-builder and transform Toronto's waterfront go to www.TorontoPortAuthority.com