



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:

TEMPORARY WORK- May to September 2026

DOCKMASTER

The Dock Master leads day-to-day operations at the Outer Harbour Marina, serving as the primary on-site contact for customers and partners while overseeing front-line staff and core administrative functions. The role ensures safe, efficient fuel dock operations, maintains accurate records and reporting, and promotes strong safety, environmental, and risk management practices to support operational excellence and the marina's reputation.

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:

- Serve as the primary point of contact for boaters, guests, contractors, and partners, resolving issues professionally and with a solution-oriented approach.

- Provide on-shift supervision and leadership to marina staff, including input into scheduling and daily work assignments.
- Support transient bookings, customer inquiries, appointment scheduling, and launch and haul-out coordination.
- Maintain accurate customer records, vessel details, land-use maps, and related marina documentation.
- Track, document, and follow up on unidentified vessels or on-land storage items.
- Support accounts receivable activities, including aged receivables, collections calls, repossessions, write-offs, and liaison with bailiffs.
- Conduct daily, weekly, and monthly tracking and reconciliation of product and service sales.
- Process online and in-person payments, complete daily point-of-sale reconciliation, and investigate discrepancies.
- Ensure system alignment between the Harbour Management System and financial systems, maintaining accurate naming conventions and records.
- Prepare shift reports, weekend summaries, and operational documentation for marina leadership.
- Lead fuel dock operations, ensuring cleanliness, safety, readiness, and compliance with marine fuel-handling standards.
- Complete fuel dock opening and closing procedures, meter readings, inventory tracking, and proactive replenishment of supplies.
- Champion health, safety, environmental, and ESG initiatives, ensuring compliance with legislation, policies, and standard operating procedures.
- Participate in emergency preparedness, evacuation drills, and follow incident response and security protocols.
- Ensure all communication and documentation is clear, accurate, timely, confidential, and professionally presented.
- Provide employee coaching, SOP training, performance documentation, and regular shift communications.
- Support employee relations by recognizing strong performance, documenting concerns, and adhering to collective agreements and labour legislation.
- Use resources efficiently, support procurement activities, and recommend service or purchasing improvements.
- Identify, report, and escalate operational, financial, safety, or technology risks; ensure proper control of company-issued technology and access.
- Build positive relationships with vendors, service providers, and stakeholders while promoting organizational values and continuous improvement.

SKILLS AND QUALIFICATIONS

- Post-secondary education in Travel and Tourism or Marina Operations, or related field.
- Minimum of 3 years of experience in a supervisory role, in a customer-service, dockside or recreational marine environment.
- Marina and boating knowledge and experience are required.
- Excellent communication and interpersonal skills; able to handle difficult situations professionally.
- Ability to problem-solve, multitask, and maintain accuracy in a fast-paced environment.

- Excellent communications skills and fluency in English, both written and oral.
- Professional in appearance and demeanor.
- Strong proficiency with Excel, Microsoft office and experience with marina management software.
- Experience working with or around heavy equipment, fuel systems, or docks is an asset.
- Valid Class “G” Ontario Driver’s License.
- Standard First Aid/CPR “C”
- Radio Operator Certification, Marine Class (VHF) or ability to acquire.
- Able to swim and tread water strongly recommended
- Toronto Harbour Permit or ability to acquire within 1 month.
- Bilingual in French a definite 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.

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: **SEASONAL DOCKMASTER**

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