**Boat Yard Foreman**
RMK Merrill-Stevens - Miami, FL

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| **Boat Yard Foreman- FULL TIME****General Description:** Key position with responsibilities that include, but are not limited to:* Hire, supervise daily operations, maintain schedule, and present annual performance reviews for yard team.
* Create and track work orders. Enter all service employee labor times in work orders. Ensure accuracy and correctness of all work order data entry.
* Assist in timely completion of work orders and invoice submission.
* Act as secondary contact for service customers via telephone, email and in person in a manner that creates a trusting relationship thereby promoting customer retention and loyalty. Proactively explain to customers the recommended service needs for their boat with emphasis on preventative maintenance.
* Inspect stored boats and oversee yard team and riggers inspections to identify problems and maintenance requirements. Present the inspection documentation to the Yard Manager and Service Manager, and communicate identified problems and recommended maintenance.
* Provide parts department with work order information, and assist in parts ordering.
* Train yard team and record the training.
* Assist yard team when necessary, performing billable work in order to maintain schedule for job completion.
* Inspect jobs for quality control throughout the job process. Report deficiencies to the Service Manager and counsel employees to facilitate rework and quality improvements.
* Handle payment transactions with customers.
* Provide administrative assistance to the Service Manager.
* Supervise and maintain schedule for technicians when the Service Manager is unavailable.
* Liaison between customer, manufacturer reps and technicians and parts department when the Service Manager is unavailable.
* Generate reports as requested by management.
* Perform related duties as assigned.

**Work Experience Required:** * Two years of experience as a marine mechanical technician or marine yard team member.
* Strong working knowledge of parts and supplies used in the maintenance and repair of commercial and pleasure boats (power and sailboats) up to 135 feet.
* Experience operating marine yard equipment and boats.
* Ability to read/use technical manuals, parts books and drawings.
* Ability to manage teams.
* Integrity and strong work ethic.
* Excellent customer service skills as well as communication skills both verbal and written.
* Ability to multi-task and remain cool under pressure.
* Computer proficiency to include Internet, Email and MS Office products, especially Excel and Word.
* Knowledge of quick book and field service manager a plus or other marine services software is a plus.
* Retail sales experience in the marine services industry is a plus.

NOTES:Job Type: Full-time HourlyPay commensurate with experienceJob Location:* Miami, FL

Required education:* High school or equivalent

Required experience:* Boat Yard: 5 years

Required language:* English/Spanish
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