



PROVINCETOWN PUBLIC PIER CORPORATION

MACMILLAN PIER

MacMillan Pier Seasonal Operations Deck Crew -Deck traffic Patrol Job Description

Supervision

Works under the supervision of the Pier Manager, Deputy Pier Manager and/or The Maintenance Tech Supervisor to facilitate and support the organizational goals and responsibilities of the Pier Corp Board of Directors. The Operations Deck Crew (OD-Crew) will possess the skills to perform the duties listed below. The DC will then actively promote the harbormasters' traditional stewardship of the harbor and the economic development and revitalization of Provincetown public pier and marine interests.

Overview

The position of pier Operations Deck Crew (OD-Crew) Assists with pedestrian and vehicular traffic safety, Pier Patrol, and emergency reporting, to also include vessel attendance log, miscellaneous maintenance/clean up and upkeep as directed by the Operations Maintenance Tech Supervisor during first and second shifts. This seasonal work is primarily performed outdoors in most weather conditions. Routine patrols are on foot and some projects will be performed as a sole operator. OD-Crew will maintain radio contact and report through the office dispatch. Back up assistance will be available as needed.

OD-Crew are a crucial team for, heavy visitor loads and many other pier events and projects. Moderate physical labor and basic mechanical skills are required at times, as well as possible office assistance during second shift, answering phones, miscellaneous sales and people monitoring for safety and emergency management depending on the situation.

Basic office skills are required for administrative duties. These include: log keeping, basic computer tasks, attendance at weekly staff meetings and some board meetings, and mandatory participation in certification and training programs, as well as any continuing education requirements.

Duties

Flexibility is required for the variety of work this position demands: public education, administrative duties, law enforcement, marine activities, and organizational and/or infrastructure improvement projects.

- Provide a high level of customer service at all times.
- Provide on-the-Pier Deck presence, assist in pedestrian and vehicle traffic during scheduled Ferry services as well as overall safety on the Pier.
- Respond and report emergencies on the Pier and water.
- Provide information and hospitality for mariners, tourists and residents.
- Promote and assist with a variety of pier programs (i.e. safety, education, clean harbor, environmental, etc.)

- Manage parking and vehicular/pedestrian flow. The year-round AHM/Deputy-HM issues parking and by-law citations when infractions occur.
- Provide night/weekend office coverage.
- Provide general assistance with maintenance servicing and seasonal duties related to the following: Jib cranes, ice machine & ice level, town-owned gangways and floats, canvas awnings, signage, etc.
- Provide customer service to residents/visitors and commercial, excursion and transient fleets: assist vessels in emergency situations, respond to inquiries and complaints, sell ice, coordinate permitted use of offloading stations, assist with docking, anchorage and mooring, monitor pier and harbor, facility set-up, etc.
- Maintain a clean facility: sweeping, picking up garbage, painting and keeping equipment in good repair. Maintain supplies and cleaning of Public Pier Restrooms as shift requires.
- Carry out special projects as assigned, which may include assisting Operations and/or assisting with assistant harbormaster duties and services in an emergency.

Requirements

- High school diploma or GED (additional marine education is desired)
- Valid MA drivers' license and good driving record
- CPR and First Aid certifications highly recommended
- Good physical condition and clean public appearance (moderate physical effort required under all weather extremes)
- Sound decision making and problem solving skills
- Good moral character
- Ability to swim (general lifesaving skills desired)
- Ability to enforce rules and regulations fairly and impartially
- Familiarity with Pier Corp and Town regulations and by-laws, Mass. State Chapter 90B, 91 and 102 general laws
- Ability to handle emergencies and adversarial situations in a calm and professional manner
- Confidentiality with department-related information
- Basic computer and office administrative skills
- Completion of a thorough and extensive background investigation

The Provincetown Public Pier Corporation is an equal opportunity employer and does not discriminate on the basis of race, creed, religion, sex, national origin, marital status, age, or sexual preference.