



CUTTER*MARINA

Open Position: Marina Office Administrator

Job:

Marina Office Administrator

Marine Industry | Administrative Operations

| Customer-Facing Role

Location:

Cutter Marina–Middle River, MD

Position Type:

Full Time - Salaried

Join the heart of Chesapeake boating life.

Cutter Marina, a trusted family-owned marina serving generations of boaters, is hiring a full-time Office Administrator to support day-to-day operations at one of our three Chesapeake Bay locations. This is a critical role — the front-line connection between our boating community, service team, and ownership — blending customer service, administrative coordination, and retail management in a dynamic marine environment.

We're looking for a dependable, organized, and service-minded professional who brings a natural familiarity with boating and can speak confidently with customers about their needs on the water and at the dock. This role is ideal for someone who thrives in a hands-on setting and wants to grow with a respected, community-focused business.

Key Responsibilities:

- Greet and assist customers in the marina office and ship store
- Process slipholder contracts, payments, renewals, and maintain accurate dockage records
- Manage POS transactions for fuel, retail merchandise, and parts sales
- Open and close work orders; coordinate with the service team on scheduling and customer updates
- Order and track marine parts for Honda Marine and Mercury engine customers
- Maintain vendor records, track AP/AR, and support office billing in QuickBooks
- Use Molo software and Microsoft 365 tools to maintain organized, up-to-date systems
- Support seasonal operations like spring launch planning, fall haul-outs, and slip renewals
- Serve as a consistent, knowledgeable point of contact for boaters and vendors

What We Are Looking For:

- Prior experience in administrative, customer-facing, or retail operations
- A natural understanding of boating culture and comfort using marine terminology
- Strong verbal and written communication skills — professional, clear, and friendly
- Confident managing phone calls, walk-in questions, and digital correspondence
- Highly organized with excellent time management and attention to detail
- Ability to juggle multiple priorities and stay calm under pressure
- Tech-savvy and comfortable using business tools like Microsoft 365, QuickBooks, and marina software (Molo experience is a plus)
- A proactive problem-solver who can work independently while staying aligned with the team
- Positive attitude, customer-first mindset, and a genuine interest in helping things run smoothly



Why Join Cutter Marina?

Cutter Marina is more than just a workplace — it's a long-standing part of the Chesapeake Bay boating community. We take pride in knowing our customers by name, delivering honest service, and keeping our operations personal, not corporate. Our team is tight-knit, supportive, and driven by a shared love of life on the water.

This role offers a unique opportunity to become the face of the marina office and grow with a respected, family-owned business. You'll work directly with ownership and be trusted to take initiative, solve problems, and create a smooth experience for our slipholders, store customers, and service clients.

For the right candidate, this position can grow into a management-level role overseeing office operations across locations — with the opportunity to eventually lead a small team. As Cutter Marina continues to expand, we're looking for someone who can take ownership of administrative systems, enhance customer workflows, and help shape how the front office runs day-to-day. Team members who show initiative are supported through hands-on mentorship, cross-location training, and exposure to multiple areas of the business — including collaboration with our certified Honda Marine and Mercury service teams. This role is a strong stepping stone into leadership within marina operations and business administration.

Job Details:

- Schedule: Monday through Saturday (with one weekday off to be arranged)
- Location: Cutter Marina - Middle River, MD
- Start Date: Hiring immediately — applications reviewed on a rolling basis
- Reporting To: Business ownership
- We Require: Valid DL & pre-employment drug screening may be requested

Benefits:

- Bonus based on performance
- Paid time off
- Competitive pay
- Company uniforms and employee discounts
- Retirement Plan
- Health, Vision, and Dental Insurance
- Opportunity for advancement
- Training & development

Cutter Marina is an Equal Opportunity Employer.

We are committed to creating an inclusive, respectful workplace and do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or any other legally protected status. All qualified applicants are encouraged to apply.

APPLY TODAY! Call! Email! Visit!

Call us at **410-335-6563**

Visit us at **1900 Old Eastern Ave. Essex, MD 21221**

Email Resume to **denise@cuttermarina.com**

CUTTER MARINA

Check out our website & follow us on Facebook to learn more about our business!