**Rick Stills**

“Applying my management skills to the marina creates a positive experience for customers and employees.”

Bio: Rick retired in Moffat Bay. He enjoys relaxing on his boat but applied at the Marina when he felt bored with retirement.

Personality Traits:

* Is somewhat of a workaholic; he excels at overseeing projects and enjoys seeing the success of his efforts.
* Will not begin the project until a well-organized plan is in place. Is a stickler for details.

Motivation

* Bringing the positive results of his hard work to her superiors.
* Inspiring others with his determination and hard work.

Goals and Frustrations:

* Wants to ensure that Marina employees have what they need to provide top-tier customer service.
* Unexpected challenges that cause him to deviate from his plan are frustrating.
* He finds poor communication between marina employees to be the most common cause of unsatisfactory service.

Tech Skills

* Is very experienced in Excel and various presentation software from his previous work experience.
* Can troubleshoot fundamental computer problems and network issues.
* Is comfortable using Office Suite software.

Education Level

* Has a master’s degree in business management.
* Has a BA in Accounting

Job Responsibilities

* Monitors customer accounts to ensure payments are not passed due.
* Works with Marina employees to identify improvements that could be made in day to day operations at the Marina