

PORT OF SKAGIT
Job Description

Position Title: Marina Office Assistant

Title of Immediate Supervisor: Harbormaster

Title of Positions Directly Supervised: None

BASIC JOB PURPOSE: Provide a high level of customer service; promote a friendly, professional reception area in a fast paced environment. Perform a variety of administrative functions such as cash receipting, processing credit card requests, filing, preparing correspondence and performing special projects as assigned. Working weekends and holidays and the operation of Port vehicles are required.

PRINCIPAL DUTIES AND RESPONSIBILITIES*

1. Implement the Port's Promise, Mission and Vision and exhibit the Port's Values including truthfulness, integrity and team work. Model the Port's Key Behaviors daily.
2. Promote a friendly and professional reception area while greeting and assisting the public. Perform primary receptionist duties such as: front desk customer service and assistance, receive payment, answering phones and VHF radio, routing calls and taking messages.
3. Assist, as directed, in all aspects of office administration. Perform clerical duties such as prepare correspondence, provide data entry, record keeping, filing and copying services to coworkers.
4. Process reservations on the applicable software system. Audit, monitor and update guest moorage and RV park availability and inventory for accuracy.
5. In conjunction with the marina operations technician; collect money from guest RV park, guest moorage, showers, laundry and parking fees, process and prepare for deposit.
6. Responsible for preparing reservation signs and gift bags.
7. Responsible for tidiness and the replenishment of all complimentary materials in office area. Provide basic duties to include: Empty garbage, tidy and clean office and office restroom areas, prepare coffee, wash dishes, rinse coffee pots and monitor/stock/reorder any necessary supplies.

9. Assist as directed with maintaining moorage wait lists, gate fobs, parking permits and the processing of moorage license agreements.
10. Daily delivery of mail and bank deposit. Read, date stamp and distribute mail, packages and messages. Checks fax machine periodically throughout the day and distributes faxes; checks copiers for paper and makes sure front office area has adequate brochures and supplies available (pens, notepads, fax forms...etc.).
11. Perform other duties, responsibilities and special projects as assigned.

*Listed in order of most time-consuming to least time-consuming.

WORK PERFORMED

Customer service and front desk functions, data entry, public assistance, custodial activities. Ability to drive Port vehicles for mail and bank delivery.

Type of Equipment: Cash drawer, credit card machine, computer, copier, scanner, fax machine, calculator, multi-line phone system, VHF radio and other office equipment.

WORKING CONDITIONS

Work is performed primarily indoors. The majority of work will be performed sitting at a desk or standing at a counter while operating a computer, phone and other related office equipment. Typically, the noise level in the work environment is moderate; however, there may be exposure to loud noises on a daily basis due to industrial, aviation or marine activity, maintenance and repair.

PHYSICAL REQUIREMENTS

This position requires the ability to hear, speak and understand the spoken word in order to respond promptly to calls for assistance, to answer telephones, and to be able to communicate clearly. Must have dexterity and manual skill required to operate the keyboard of a computer terminal, assemble and retrieve files from the file cabinets & drawers, operate a multi-line phone system, copy/fax machine and other related office equipment.

TRAINING, EDUCATION & EXPERIENCE REQUIREMENTS

Formal Education: High school graduate or equivalent, 18 years of age or older.

Work Experience: One year in customer service related duties including cash handling and intermediate computer skills required. Knowledge of boating/maritime industry and familiarity with vessel types and marine terminology desired.

Training/Certification Required: Current valid Washington State drivers' license.

AUTHORITY DELEGATED TO THE POSITION:

Authority	To Decide & Act	To Recommend	N/A
Establish own work plans and schedules			XX
Make method improvements to increase efficiency			XX
Establish and/or revise policies and procedures			XX
Hire staff			XX
Promote staff			XX
Discipline, demote, or terminate an employee			XX
Make substantial financial/contractual commitment			XX
Redirect the use of funds within approved budget			XX
Revise operating policies			XX
Change the organization structure			XX

WAGE/HOUR STATUS: _____ Exempt (Salaried) XX Nonexempt (Hourly)

Employee:

Effective Date:

Signature

Approved:

Effective Date:

Executive Director