

CITY OF OAK HARBOR

JOB DESCRIPTION

Job Title: *Marina Operations Specialist I*
Department: *Oak Harbor Marina*
Reports to: *Harbormaster*
Status: *Non-exempt /Union*

Job Summary:

Provide front desk and customer service functions at the Marina. Work includes but is not limited to accepting, receipting and balancing payments for various marina services. Duties include answering phones, assisting with various events, working with and providing information to boaters, vendors, the public, other departments and agencies.

Essential Job Functions:

1. Respond in a courteous and timely manner to boaters, tenants and the public to provide premier customer services.
2. Coordinate and provide front desk information, cash receipting, collections, billing, accounting and other marina services.
3. Operate the marina's main multiline telephone system, receives and routes calls from the public and boaters and serves as a communication center to maintain a smooth flow of day-to-day operations.
4. Make boat assignments and slip changes and maintain the marina management program and communications.
5. Assign guest moorage and execute contracts for permanent moorage, storage facilities parking storage and waitlists.
6. Reconcile and deposit daily receipts, prepare necessary reports and transport items to City Hall.
7. Enter and post payments mailed to City Hall or collected at the marina.
8. Respond to customer concerns and resolve billing issues using good judgment, tact, courtesy and knowledge of the Oak Harbor Municipal Codes, Marina Rules and Marina Best Practices.
9. Prepare and maintain accounts for moorage (permanent and guest), fuel sales and point of sale transactions.
10. Responsible for accurately preparing and sending monthly tenant billings and performing the month end closing procedures.
11. Maintain appropriate logs/records and submit reports. Organize, file, purge and archive marina files (electronic and paper).
12. Prepare correspondence, mailings, memos and other documents.
13. Monitor and respond to VHF radio transmission from boaters. Provide information regarding weather, availability of slips and moorage. Perform dispatch functions to help coordinate marina operations such as fueling, docking assistance and moorage availability.
14. Market the marina to the public, boaters and yacht clubs through the marina website, social media and direct emails/mailings.
15. Purchase merchandise and supplies as authorized.
16. Establish and maintain effective and cooperative relationships with boaters, co-workers, supervisors, city officials,, other departments, representatives of business and development community as well as the general public.
17. Walk marina grounds and docks weekly to maintain visibility and become familiar with customers and their boats.
18. Take and record yacht club and other reservations.
19. Assist with the organization, setup, and staff the marina for various events and functions.
20. Support emergency services operations (i.e., linking with dispatch).

Associated Job Functions:

1. Accurately handle cash, check and credit card transactions.
2. Perform various housekeeping functions.
3. Assist with dock operations and maintenance.
4. Operate Marina motor vehicles as required.
5. May Assist Harbormaster in completing monthly marina staff timesheets and submit to payroll division.
6. Perform other duties and responsibilities as assigned.

Performance Requirements (Knowledge, Skills and Abilities):

- Working knowledge of OSHA/WISHA safety regulations.
- Ability to perform work in accordance with sound safety practices.
- Ability to provide “premier” customer service through courteous and helpful assistance to boaters and others doing business with the Marina.
- Knowledge of accounting/bookkeeping practices and procedures.
- Knowledge of English, spelling, grammar, vocabulary, punctuation and mathematics; as well as competency in composing correspondence and reports.
- Knowledge of handling monetary and credit card transactions.
- Interest in boats.
- Ability to communicate effectively both in person, on the phone and in writing and maintain confidentiality.
- Ability to read written instructions and follow written and oral instructions.
- Ability to accurately operate a personal computer and associated City and Marina-specific software, credit card machine, cash register, VHF radio and other standard office equipment.
- Ability to use brooms, brushes, water hoses and other standard cleaning equipment.
- Ability to operate pick-up truck.
- Ability to assess and respond to emergency calls during off-duty hours.
- May be the sole staff person assigned to a shift so must have ability to carry out assignments with little direct supervision.

Working Environment and Physical Demands:

Work is performed in an office environment with some outdoor tasks and travel to other city buildings by foot or by car. Work requires reaching, twisting, turning, kneeling, bending, squatting, visual acuity, hearing acuity to use a telephone and VHF communications, eye/hand coordination and manipulation skills to operate a personal computer, telephone and other equipment, as well as the ability to sit for extended periods of time and access all areas of the facility including stairs. Weekend work is required as well as after-hours response to situations and emergencies. If staffing is available, only one week of vacation will be granted during the boating season (Memorial Day – Labor Day). No vacation will be granted during the holiday weeks or during the week of Whidbey Island Race Week.

Experience and Training Requirements:

- High school diploma/GED or equivalent, *and*
- Two (2) years customer service and office experience in a busy environment, including computerized accounting as well as cash handling and reconciliation experience, *and*
- Coursework or training beyond high school in office skills, customer service, accounting, and written and verbal communication preferred.
- Good keyboard skills and familiarity with basic computer operation including word processing, data base maintenance, spreadsheets and accounting software.
- Must be able to obtain CPR and Industrial First Aide Certification within three (3) months of hire.
- Must be bondable for cash handling.
- Possess a valid Washington State driver's license.
- Must pass background and driver’s abstract check.

A combination of education, training and experience that provides the required knowledge, skills and abilities may be considered.

Established: Hulbert 95

Revised: NWM/HR 1/04, 6/04; Marina/HR 12/07, HR 7/10, HR 3/12, Marina/HR 04/2015

FLSA: Non-exempt

Salary Range: --

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the workload.