

CITY OF OAK HARBOR

JOB DESCRIPTION

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

Job Summary:

Provide front desk and specialized customer service functions at the Marina. Respond to customer inquiries and complaints. Direct communications to maintain a smooth flow of day-to-day operations. 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. Perform all of the tasks associated with the Marina Operations Specialist I and Specialist II positions.
2. Respond in a courteous and timely manner to boaters, tenants and the public to provide premier customer service.
3. Analyze tenants and slips to ensure marina slips and revenue are optimized. Perform routine reviews of slips and slip assignments.
4. Assist the Harbormaster in office management. Perform research and analysis on marina trends.
5. Train other marina employees on advanced marina software and office procedures
6. Perform WIFI inspections/surveys and work with vendor for optimization. Meet with marina customers and vendors to determine if the WIFI system is working to expectations and make recommendations to the Harbormaster.
7. Develop and write content for monthly newsletter. Draft and publish articles for the newsletter that are informative and educational for marina tenants.
8. Assist the Harbormaster with research for funding sources for marina improvements/repairs.
9. Interpret and explain marina contracts, Oak Harbor Municipal Codes, Marina Rules and Best Practices for customers and fellow employees.
10. Perform research on marina and marina industry trends; make recommendations to the Harbormaster.
11. Assist the Harbormaster with identifying new advertising methods and campaigns.
12. Administer the weekly pump out list, track statistical information and report information for grant reimbursement.
13. Monitor fuel levels, order fuel and adjust fuel prices as per marina guidelines. Update fuel prices on cruise planning websites.
14. Organize archived records and files in the marina storage area. Within the scope of the Washington State laws, destroy older records and files.
15. Establish and maintain effective and cooperative relationships with boaters, co-workers, supervisors, city officials and other departments, representatives of business and development community as well as the general public.

Associated Job Functions:

1. Train and oversee the work of seasonal workers.
2. Write the monthly work schedule for Harbormaster approval.
3. Assist with dock operations and maintenance.
4. Attend various workshops, continuing education, meetings, seminars and conferences.
5. Operate Marina motor vehicles as required.
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 research methodologies for the internet.
- Knowledge of accounting/bookkeeping practices and procedures.
- Knowledge of and ability to trouble shoot computerized marina specific accounting/billing systems.
- Knowledge of business English, spelling, grammar, vocabulary, punctuation and mathematics; as well as competency in composing correspondence and reports.

- Knowledge of handling monetary and credit card transactions.
- Knowledge of boats and marina operations.
- Skills in training and directing new employees.
- 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 operate a 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 and after-hours 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 **with** two (2) years of college-level coursework in a combination of office management, accounting, computers, administrative, secretarial, and/or business skills, **and**
- Four (4) years customer service and office experience in a busy environment, including computerized accounting as well as cash handling and reconciliation experience.
- Expert computer operation skills and experience with a variety of software programs including Microsoft products, marina management and webpage maintenance.
- Four (4) years experience working at a public or private marina is highly desirable.
- Four (4) years operating point-of-sale computer software desirable.
- Interest, knowledge and experience in boats and boating.
- 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: 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.