

CITY OF OAK HARBOR

JOB DESCRIPTION

Job Title: *Harbormaster*
Department: *Development Services - Oak Harbor Marina*
Reports to: *Development Services Director*
Status: *Exempt /Non-union*

Job Summary:

Under general direction of the Development Services Director, manage the Oak Harbor Marina including budgets, regulation compliance, leadership, safety, premier customer services, special events, and community services. Plan and organize daily Marina operations. Responsible for leading and directing the shift-work activities including daily troubleshooting, maintenance, repair work and safety.

Essential Job Functions:

1. Responsible for Marina all aspects of Marina personnel management. Ensure that City policies and procedures are followed, including appropriate cash handling, recording of transactions, and accounts receivable.
2. Coordinate activities with other City departments and, under direction of the Development Services Director, direct capital improvement projects with consulting engineers, contractors and vendors.
3. Coordinate with Federal and State agencies concerning such activities as tidelands leasing, grant funding and conformance with environmental laws and policies.
4. Attend City Council and Marina Advisory Committee meetings and provide ongoing communications regarding Marina management, services, special events and other matters.
5. Direct and/or perform Marina administrative activities such as preparing correspondence, reports and agenda bills, process employee time sheets, leave requests and performance evaluations.
6. Conduct morning meeting and coordinate start-up duties. Schedule and perform inspections. Maintain all required documentation of inspections and maintenance performed. Create monthly work schedule.
7. Provide coverage for Marina office as needed. Respond to in-person, telephone and marine radio requests for information. Prepare moorage and storage shed rental agreements. Collect fees and issue receipts.
8. Develop and maintain emergency response plans for fire and oil/fuel spills. Ensure staff receives required training to provide emergency response to fires, hazardous material spills and boats/boaters in distress. Notify police and/or fire department in the event of such emergencies.
9. Help plan, setup, staff and reset return boats into their normal moorage slips and vehicles/trailers to the parking lot Marina for special events (Race Week, Independence Day and/or other holidays).
10. Ensure that the Marina shop is maintained in a clean, safe and orderly manner.
11. Establish and maintain effective working relationships with the public, Marina tenants, City officials, City staff, citizen groups, government agencies including military representatives, other City departments and state, county and federal agencies to provide premier customer service in a courteous and helpful manner.
12. Provide information, direction and assistance to boaters and others to foster a positive image of the Marina and the City. Assist boat owners and Marina tenants in maintaining the security and safety of their boats.
13. Go aboard tenants' and guests' boats as necessary to ensure safety and integrity of the boats. Operate boat pump if a vessel is taking on water. Immediately report the event in accordance with established procedures to the Harbormaster or higher authority.
14. Provide and coordinate employee orientation and training in equipment usage, maintenance and safety procedures. Comply with safety practices.
15. Review financial reports of Marina operations and services including reconciliation of fuel purchased and sold and status of moorage and storage shed accounts receivable. Take appropriate action to resolve delinquent accounts, securing of boats and storage sheds and legal actions through the City Attorney's office as necessary.
16. Train new employees including volunteers, community service workers and contractors.
17. Foster a work environment that supports and facilitates the performance of efficient, effective, high-quality teamwork.
18. Operate Marina motor vehicles as required.

Associated Job Functions:

1. Perform other projects and duties as assigned by the Development Services Director.

Performance Requirements (Knowledge, Skills and Abilities):

- Knowledge of City ordinances, federal and state laws and rules applicable to Marina operations including but not limited to the Federal Clean Water Act, Maritime Law, Department of Ecology NPDES boatyard permitting processes and Dangerous Waste Regulations.
- Knowledge of modern management and supervisory practices and procedures, including budgeting, personnel management, project management, risk management, strategic planning and marketing.
- Working knowledge of construction and maintenance trade skills including plumbing, painting, electrical, structural and carpentry.
- Knowledge of OSHA/WISHA safety regulations.
- Knowledge of handling monetary and credit card transactions.
- Skills in training and directing new employees.
- Skills in troubleshooting and applying Marina Operations knowledge to solve problems.
- Skills in maintenance and building crafts and ability to use specialized and standard equipment, as well as a variety of hand and power tools, boat hoist, transport dollies and Marina utility vessel.
- Excellent oral and written communication skills and ability to create presentations for a variety of groups and organizations.
- Knowledge of English, spelling, grammar, vocabulary, punctuation and mathematics.
- Ability to plan, supervise and perform customer-focused administrative and management activities related to the general management and operation of a full service marina.
- Ability to safely operate the Marina utility vessel day or night under all weather conditions and to effectively employ this vessel in emergencies involving fires, boats/boaters safety, groundings and related situations.
- Ability to supervise the activities of administrative and maintenance employees in a manner conducive to effective and efficient work performance and positive morale.
- Ability to maintain confidentiality.
- Ability to read and interpret marina operations written directions, ordinances, regulations, ADA standards and safety requirements.
- Ability to operate a personal computer, credit card machine, cash register and other office equipment.
- Ability to use specialized and standard equipment, as well as a variety of hand and power tools, boat hoist and boat transport dollies.
- Ability to perform work in accordance with sound safety practices.
- Ability to wear and work with safety equipment.
- Ability to operate pick-up truck, lawn tractor and the Marina utility vessel.
- Ability to assess and respond to emergency calls during off-duty hours.

Working Environment and Physical Demands:

Work under potentially hazardous conditions at the Marina buildings and structures in all types of weather conditions. Duties require manual dexterity and visual acuity to utilize hand and power tools, the ability to move items in excess of 50 pounds as well as occasional work in high places and frequent exposure to machinery and water hazards. Access all areas of the facility including stairs. Weekend, evening, or after-hours work is required as well as after-hours response to situations and emergencies on an on-call basis. Employees must be able to report to work within 30 minutes. Normally there are no vacations during the boating season (Memorial Day through Labor Day).

Experience and Training Requirements:

- Associate degree or equivalent in business administration, engineering or related field, *and*
- A minimum of five years experience in Marina management and maintenance including supervisory experience or equivalent transferable experience in a related field.
- Marina related education may be substituted for work experience.
- Boating knowledge and interest preferred.
- Familiarity with personal computer and basic keyboard skills desirable.
- Bachelor's degree preferred.
- Must be able to obtain CPR and Industrial First Aid Certification within 3 months of hire.
- Must complete Coast Guard Auxiliary Small Boat Handling course within 3 months of hire.
- Valid Washington State driver's license or otherwise establish the ability to perform the job in an equally efficient manner without driving.
- 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, 6/06; Marina/HR 12/07; Marina/HR 8/09, Dev/HR 9/12

FLSA: 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.