

## **CITY OF OAK HARBOR**

### **JOB DESCRIPTION**

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

#### **Job Summary:**

Provide front desk and specialized customer service functions at the Marina. Work includes but is not limited to accepting, receipting and balancing payments for various marina services, and researching account issues. 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 position.
2. Respond in a courteous and timely manner to boaters, tenants and the public to provide premier customer service.
3. Operates the marina's main multiline telephone system, receives and routes calls from the public and boaters and directs communication to maintain a smooth flow of day-to-day operations.
4. Perform monthly audits of all marina moorage and storage accounts. Audit accounts to ensure accuracy in billing for electrical usage, in and out dates and fees charged.
5. Develop, document and conduct a training program for other marina employees for the marina management software and gate access software.
6. Evaluate and determine the training needs of the other marina employees
7. Assist Harbormaster in the design and development of training materials then conduct training.
8. Manage and perform collection duties on delinquent accounts. Review delinquent account reports and initiate collection process following the marina policy and procedures. Prepare documents/correspondence for the Harbormaster to review.
9. Develop, document and install an office filing system for historical/current tenant records and files. Review files and records to ensure that they are accurate and up to date. Archive electronic and paper historical records.
10. Administer and maintain the marina web pages and social media pages. Perform updates to the marina web pages and social media pages to help inform guests and tenants of marina services and special events.
11. Perform marketing tasks to potential customers and the local community. Meet with local businesses to gather items for welcome bags.
12. Responsible for all office and dock forms to ensure that they are accurate, up to date and accessible to all marina staff members. Develop common protocol for naming and filing locations.
13. Maintain Best Practices, Policy and Oak Harbor Municipal Code books for tenant and staff review.
14. Perform routine maintenance on the marina software programs and work with the software vendors to ensure reliability and that all programs are up to date.
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.
16. Assist with the organization, setup, and staff the marina for various events and functions.

#### **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. Attend and assist the Harbormaster with tenant and Marina Advisory Committee meetings.
5. Train and oversee the work of seasonal workers.
6. Operate Marina motor vehicles as required.
7. 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 and ability to trouble-shoot electronic 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 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 coursework or vocational training in office skills, customer service, accounting, administrative, secretarial, and/or business skills **and**,
- Three (3) years customer service and office experience in a busy environment, including computerized accounting as well as cash handling and reconciliation experience, **and**
- Proficient computer operation skills and experience with a variety of software programs including Microsoft products, marina management and web page maintenance.
- Three (3) years experience working at a public or private marina is highly desirable.
- Three (3) years operating point-of-sale computer software desirable.
- Must be able to obtain CPR and Industrial 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: --

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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.