

## PORT OF GRAYS HARBOR

### JOB DESCRIPTION

**JOB TITLE:** Marina Office Supervisor

**SUMMARY:**

The Marina Office Supervisor is a member of the Westport Marina team and is responsible for overseeing the Marina's customer service functions, moorage contract and tariff administration, slip assignments, cashiering and bookkeeping, and other business office operations. Duties also include public relations, supervising and training seasonal office staff, proficient use of the Marina software and Microsoft Office programs, and providing administrative support to the Marina Manager as assigned. This position works closely with a diverse group of external contacts, as well as internal contacts at all levels of the organization. Independent judgment is required to plan, prioritize, organize workload, and take action based upon established procedures, practices and processes.

**ESSENTIAL FUNCTIONS:**

- Plans, manages, coordinates, and executes the internal operations of the Port's Marina Office, including scheduling, directing and coordinating seasonal office staff, ensuring effective and efficient operation, and providing assistance to the Marina Manager as directed.
- Provides exceptional customer service, greeting customers, answering questions regarding moorage availability, pricing, marina amenities and related matters, processing moorage berth assignments, and managing waiting list requests. Oversees customer service efforts of other team members, especially seasonal office staff.
- Prepares, understands and administers moorage agreements and other documentation and records to assure accurate, timely billing and collection of revenues.
- Maintains working knowledge of Marina tariff to understand pricing and operating rules. Applies tariff requirements to customer situations in accordance with established procedures and with the assistance of the Marina Manager.
- Responsible for cashiering functions, beginning and end-of-day processes including cash drawer counts, end of day reconciliation, making daily bank deposits, and overall control and safeguarding of cash in accordance with the Port's cash handling policies.

Effective Date: August 14, 2015

- Analyzes and performs customer account reconciliations and other bookkeeping functions, follows all internal control procedures, and reports monthly financial data to Port Finance Department to ensure accurate recording of Marina financial transactions.
- Trains and oversees the seasonal Marina office assistants. Addresses employee relations issues promptly, under the direction of the Marina Manager.
- Maintains accurate and current information regarding the status of each slip.
- Works efficiently and effectively in a highly dynamic, boisterous, and demanding office environment.
- Supports the Marina Manager in building an effective team culture, and researches and compiles statistics for periodic reports and presentations.

**OTHER JOB DUTIES:**

- Light janitorial duties around the office including vacuuming, dusting and organizing storage rooms.
- Perform other duties, responsibilities, and special projects as assigned.

This job description reflects general details necessary to describe the job's essential functions and the job's level of knowledge and skill typically required. The job description should not be considered an all-inclusive listing of work requirements. Duties and responsibilities are also subject to change by the employer as the needs of the Port and requirements of the job change.

**WORK ENVIRONMENT:**

Work is performed at the Westport marina office and on docks in all weather conditions and requires physical efforts needed for lifting, walking, sitting, and computer operations. Work is performed primarily indoors, and requires repetitive computer usage. Typically, the noise and odor levels in the work environment are moderate, however, there may be exposure to loud noises and foul odors on a daily basis due to marine activity.

**EXPERIENCE AND TRAINING REQUIREMENTS:**

Completion of a two year Associates degree, or equivalent, in business, accounting, general office studies or related field, and five (5) years of progressively responsible administrative, general office, and bookkeeping experience, with team working and customer contact responsibilities for a comparable organization. Supervisory experience is preferred. Prior experience in marina, small boat and/or commercial fishing operations is desirable.

Any equivalent combination of experience, education and training that provides the

level of skills, knowledge, and abilities required for this position will be considered.

**NECESSARY SPECIAL REQUIREMENTS:**

- Must demonstrate strong people-oriented, organizational and problem-solving skills to work cooperatively with customers, staff and visitors in fast-paced, multi-tasking work environment with frequent interruptions.
- Excellent oral and written communication skills for interacting with customers, elected officials and the public, and for determining customer needs and relaying pertinent information using courtesy, tact, diplomacy and good judgment.
- Outstanding ability to understand, follow and implement both tariff and contractual regulations in complex situations.
- Demonstrated understanding of bookkeeping procedures and principles, and outstanding ability to follow procedures in order to accurately record transactions, properly maintain cash controls, and uphold established internal controls.
- Proficient computer skills, especially data entry and analysis, and Microsoft Office word processing, presentation, spreadsheet, database and email applications.
- Ability to work with a high degree of accuracy and attention to detail and to follow detailed procedures.
- Ability to be flexible, organized and able to prioritize work assignments to meet deadlines.
- Ability to add, subtract, multiply, divide, and perform basic statistical calculations.
- Willingness to comply with all Port directions and regulations.