



Job Description

Job Title:	Harbormaster	Date:	February 2016
Reports To:	Director of Operations	Department:	Operations
Salary Grade:	18 (\$73,675-\$85,411)	FLSA:	Exempt
Manages:	Marina Operations Marina Security	Category/Hours:	Regular/Full-Time

JOB SUMMARY:

The Harbormaster is primarily responsible for the successful operation of the Port's Cap Sante Marina. This position provides leadership and direction to Marina office, outside operations, and security staff in the highly dynamic, fast-paced environment at the Cap Sante Marina (CSM). This position ensures implementation and compliance with Port policies, procedures, and established rules and regulations. The Harbormaster interacts with a diverse group of external and internal contacts, requiring excellent customer service skills. This position maintains a schedule which may incorporate weekends and holidays to ensure the best possible customer service is provided.

LEVEL OF AUTHORITY:

Plans and performs a wide variety of duties requiring independent action working toward general results, to meet different conditions, making decisions based on precedents and Port policy. Ensures that applicable Port policies, City ordinances, governing laws and generally accepted procedures and practices are followed.

ESSENTIAL FUNCTIONS:

- Plan, direct, coordinate, and execute safe and efficient, day-to-day Marina operations including the Harbormaster office, Trailer Boat Launch, Fuel Dock, and security.
- Ensure Marina Rules and Regulations and procedures are current, posted, and comply with all laws and industry regulations.
- Provide outstanding, friendly customer service to all Port patrons.
- In coordination with the Director of Operations, develop short and long-term goals consistent with the policies adopted by the Port Commission to guide the Marina.
- Collect, analyze, and report Performance Indicator data to recommend competitive pricing structures, services, and rates. Take appropriate and timely action, in coordination with the Director of Operations, when indicators specify downward trends or fall below acceptable limits.
- Develop and implement the annual Marina operations budget, in coordination with the Director of Operations.
- Develop, implement, maintain, and audit standard operating procedures for every facet of Marina operations to ensure proper controls are in place and all Marina revenue is captured.
- Oversee operations of the Marina, Fuel Dock, Boat Launch, P/Q Hoist, T Dock and other ancillary Marina operations.
- Coordinate repairs, alterations, and improvements with the Director of Operations to ensure ongoing facility operations.
- Responsible for all berth assignments and slip classifications, ensuring accurate and current information regarding the status of each slip and vessel to be in compliance with Marina Rules and Regulations.
- Operate equipment, tools, vehicles and boats required for Marina operations.
- Develop and motivate the Marina team to high levels of productivity and morale through guidance, mentoring, and leadership while adhering to and administering Port policies.
- Establish and communicate clearly defined objectives and goals for direct reports, culminating in at least one performance review annually.
- Direct and supervise the Marina Office Supervisor, ensuring the successful internal operations of the Marina including; professional and courteous customer service, complete utilization and accuracy of the Marina's management software system, proper training and supervision of all office staff and timely and accurate billing and collection of all Marina revenues.
- Direct and supervise Marina Operations Supervisor, ensuring the successful outside operations of the Marina including professional and courteous customer service and the safe and efficient operation of all Marina facilities.
- Direct and supervise the full-time Security staff, ensuring all Port facilities including the Marina, Marine Terminal, Airport and tenant properties are properly patrolled.
- Indirectly supervise all other Marina full-time and seasonal staff.
- Responsible for the managing and maintaining the Marina Safety Program and CSM Best Practices and Procedures Manual.
- Responsible for the implementation and administration of the adopted Marina Emergency Response Program.

ESSENTIAL FUNCTIONS: *(continued)*

- Must represent the Port at various community boards and advisory groups, including the Marina Advisory Committee.
- Attend Commission meetings, answer questions from public and Commission; prepare and present reports, resolutions, or other legal documents, as required.
- Must be able to work weekends and holidays.

OTHER JOB DUTIES:

Perform other duties, responsibilities, and special projects as assigned.

WORKING CONDITIONS:

Work is performed both indoors and outside in a fast-paced setting with frequent interruptions from customers, phone calls, Port staff, company representatives and citizens. The position of Harbormaster works primarily during the day as scheduled, often in inclement weather, with the usual hazards associated with Marina sites including frequently working on wet and slippery surfaces. May be exposed to toxic or unpleasant gasses and liquids, heights, dust, loud noise, chemicals, and unsanitary or slippery conditions. While performing the duties of this job, the employee may be required to travel to attend meetings and conferences via auto, boat, train or air.

KNOWLEDGE, SKILLS, ABILITIES, & OTHER CHARACTERISTICS:

1. Six years' experience in Marina related management/operations required. Applicants with a combination of education and experience that provides the required knowledge, skills and abilities will be considered.
2. High School diploma or GED required. A Bachelor of Science or Arts degree in business, economics, or equivalent is desirable.
3. Supervisory experience required.
4. Must have thorough knowledge of: business and economics principles and practices, recreational boating, harbor, maritime, and commercial fishing industry. A basic knowledge of facilities management principles and practices is also helpful.
5. Must possess excellent customer service skills and the ability to act as an ambassador to the community.
6. Must be able to manage and lead a diverse work team toward the accomplishment of common goals in a highly collaborative, yet fast paced and stressful environment.
7. Work efficiently and effectively in a highly dynamic, boisterous, and demanding environment.
8. Must work collaboratively with all other Port departments and Port staff.
9. Must be an excellent communicator orally and in writing.
10. Highly motivated and able to work independently, yet remain a productive member of a team.
11. Must have initiative and analytical ability to resolve problems.
12. Organized, efficient, and capable of implementing multiple tasks simultaneously.
13. Familiar with applicable laws, codes and permit requirements that govern the Marina industry.
14. Proficient use of computer programs including Microsoft products (Word, Excel, & Outlook).
15. Must have or be able to obtain and maintain a valid WA State driver's license.
16. Must be able to work weekends and holidays during peak seasons.

PHYSICAL REQUIREMENTS:

In the commission of this job the incumbent must have the physical ability to perform all essential job functions including:

1. Ability and stamina to stand, respond quickly, and walk 5 miles a day for 4 hours at a time.
2. Ability to navigate uneven, slippery, or wet surfaces often over or near water.
3. Ability to traverse rough terrain, work on or over water, and work at heights.
4. Ability to climb stairs and ladders.
5. Ability to stand, work, and drive throughout the day.
6. Ability to hear, speak, and understand the spoken English word.
7. Ability to read and understand directions in English.
8. Ability to see and adjust focus at close distances, far distances, and in varying light conditions, as well as perceive depth and color.
9. Ability to sit at and use a computer workstation.
10. Ability and dexterity to operate a computer keyboard and a numeric keypad by touch.
11. Ability to carry out repetitive motion with wrists, and hands, and fingers.
12. Ability to lift or carry up to 50 pounds.
13. Ability to crouch, kneel, twist, stoop, reach, bend, pivot, climb, and/or work in tight or confined areas.

PHYSICAL REQUIREMENTS: *(continued)*

- 14. Ability and dexterity to push and pull with upper arms, forearms, and hands.
- 15. Ability to hear alarms and audibly identify dangers or hazards.

OTHER:

- 1. Following an offer of employment and prior to starting work, individuals will be required to take and pass a pre-employment drug screen at no cost to the applicant.
- 2. This job description reflects general details necessary to describe the job’s essential functions and level of knowledge and skill typically required. The job description should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, such as working in other areas to cover absences or relief, or to otherwise balance the workload.

The Port of Anacortes is an equal opportunity employer and does not unlawfully discriminate based on any protected classes.

Requirements outlined in this job description may be subject to modification to reasonably accommodate individuals with disabilities who are otherwise qualified for employment in this position. The Port will make every effort to make accommodations, however, please be aware that fiscal limitations may preclude some requests for accommodation being granted. This job description does not constitute an employment agreement between the Port and Employee and is subject to change as the needs of the Port and requirements of the job change.

Are you able to perform the essential functions of this job with or without accommodation? Yes No
If testing is required, will accommodation be necessary? Yes No

Signature

Date