



Job Description

Job Title:	Seasonal Marina Customer Service Rep.	Date:	March 2017
Reports To:	Marina Office Supervisor	Department:	Operations
Salary Grade:	\$14.00 per hour	FLSA:	Non-Exempt
Manages:	N/A	Category/Hours:	Seasonal/Full Time

JOB SUMMARY:

The Seasonal Marina Customer Service Representative provides administrative support in the highly dynamic and fast-paced environment at the Cap Sante Marina. Duties include exceptional customer service, public relations, cash handling, credit card processing, and general office operations. This position deals 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, and organize workload. This position is temporary, full-time, working 40 hours per week including weekends and holidays.

LEVEL OF AUTHORITY:

Freedom to take action on routine or standardized work activities choosing from a variety of well-established procedures, practices, or processes.

ESSENTIAL FUNCTIONS:

- Provide outstanding, friendly customer service to all Port patrons and employees.
- Responsible for front counter customer service at the Marina office including responding to customers' inquiries or complaints.
- Accurately and efficiently completes all sales transactions and maintains proper cash and media accountabilities at point of sale registers.
- Accurately enter charges and payments on accounts. Process tenants and guests in and out of the Marina, including calculating correct moorage and electricity charges.
- Assign slips for guest moorage and assist with maintaining accurate and current information regarding the status of each slip.
- Work efficiently and effectively in a highly dynamic, boisterous, and demanding office environment.
- Proactively seek out opportunities to support other staff.
- Personal appearance must be clean, neat, well-groomed, and in the Port provided uniform.
- 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 primarily indoors. This position works in an office environment near water. This position is required to wear closed toe shoes and a Port assigned uniform. This position requires repetitive computer usage. Work requires exposure to magnetic surfaces and sound and emissions from office equipment. 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 and maintenance and repair.

KNOWLEDGE, SKILLS, ABILITIES, & OTHER CHARACTERISTICS:

1. Must be 18 years or older.
2. High School Diploma or GED required.
3. Experience in customer service, marina operations, small boat operations, and/or cash handling is desirable.
4. Knowledge of Anacortes, the Port, and the surrounding areas is preferred.
5. Must possess excellent customer service skills and the ability to act as an ambassador to the community.
6. Ability to establish and maintain effective working relationships with associates, visitors, customers, and vendors.
7. Must be an excellent communicator orally and in writing.

KNOWLEDGE, SKILLS, ABILITIES, & OTHER CHARACTERISTICS: *(continued)*

8. Highly motivated and able to work independently, yet remain a member of a team.
9. Organized, efficient, and capable of implementing multiple tasks simultaneously.
10. Ability to read, write, understand, and verbally communicate the spoken English word.
11. Must be comfortable with PC based applications including the ability to interface with an electronic, web-based time management system.

PHYSICAL REQUIREMENTS:

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

1. Ability to stand and work for up to 3 hours at a time.
2. Ability to sit at and use a computer workstation for up to 3 hours at a time.
3. Ability to hear, speak, and understand the spoken English word.
4. Ability to read and understand directions in English.
5. Ability to see and adjust focus at close distances, far distances, and in varying light conditions, as well as perceive depth and color.
6. Ability and dexterity to operate a computer keyboard and a numeric keypad by touch.
7. Ability to carry out repetitive motion with wrists, and hands, and fingers.
8. Ability to lift or carry up to 35 pounds.

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. 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

The Port will make every effort to make accommodations, however, please be aware that fiscal limitations may preclude some requests for accommodations being granted.

Signature

Date