

**PORT OF EDMONDS
JOB DESCRIPTION**

JOB TITLE: Port Operations Staff I

REPORTS TO: Port Operations Supervisor

PURPOSE: Provide first person contact to customers, tenants and the general public. Collect, process and assist customers with payments, completion of paperwork, answering questions, booking appointments, launching, fueling, providing information and assistance with requests, and resolution of problems associated with marina operations. Provide support to the Port Operations Supervisor in the daily operation of the travel-lift, pressure wash and work yard operations as well as general maintenance and upkeep of the facilities to ensure that they are clean, safe and secure for all users.

ESSENTIAL DUTIES AND RESPONSIBILITIES :

- Operate Port equipment to include boat launcher, fuel dock dispensers and Point of sale, cash register, computers, Port vehicles and pressure washer.
- Assist as directed on the Travelift, workboat and blocking of boats.
- Efficient collection of daily revenue for launching, fuel sales, moorage and other marina operations services. Assist in reconciling daily revenues at close of day.
- Provide information on Port regulations, Port facilities, fishing and marine conditions, while maintaining a friendly and professional attitude.
- Perform daily cleaning procedures in restrooms, offices and other public areas as necessary.
- Assist with and or provide docking and securing of vessels.
- Identify, collect, store and record for disposal of hazardous waste materials collected by the Port. Assist with clean up.
- Conduct daily guest moorage and boat yard checks.
- Monitor and clean floats and related facilities.
- Perform other duties as required.

SUPERVISION:

Frequent by Port Operations Supervisor, Port Operations Lead and Port Operation Staff III

KNOWLEDGE, SKILLS, ABILITIES :

- General knowledge of marina operations.
- General knowledge of high volume and high customer service operations.
- General knowledge of safety and environmental regulations.
- Problem solving skills and decision making skills for resolving problems quickly.
- Proficient customer service skills
- Basic computer skills and keyboard skills
- Strong math, cash handling and balancing skills
- Excellent communications skills
- Ability to follow instructions and work courteously with the public

- Ability to accurately process and balance cash and charge transactions
- Ability to operate forklift and most Port equipment
- Ability to perform basic maintenance and repair tasks

WORK ENVIRONMENT \ PHYSICAL DEMANDS:

- Required to stand, walk, or bend for extended periods of time.
- Required to lift, push or, pull objects weighing 50 pounds or less. Able to reach overhead, above shoulders and horizontally.
- Required to work various shifts; late p.m., early a.m., weekends, and holidays.
- Required to work outside in all weather conditions.
- Required hearing and speaking to exchange information
- Requires handling, or working with toxic \ hazardous substances.
- Required to work in areas of high vehicular or pedestrian traffic
- Dexterity of hands, and fingers to operate computers, locks, equipment levers, and a variety of grounds equipment including power and hand tools

EXPERIENCE MANDATORY

- Working knowledge of word, excel, e-mail programs
- One year experience in public relations and customer service

MANDATORY TRAINING, EDUCATION AND CERTIFICATIONS

- Valid Driver's License
- High School Graduate or GED
- CPR/First Aid, and Defibrillator trained within 12 months of employment
- Hazardous Waste Certification within 12 months of employment

DESIRABLE EXPERIENCE, TRAINING, EDUCATION AND CERTIFICATIONS

- One year experience in marina operations.
- Forklift training and certification
- Travel-lift operations
- Washington State Environmental Regulations