JOB TITLE: Marina Operations
Hours: Full-Time (40 hours / week)
Pay Range: $29.00 – 34.00/ hour (DOE)
Reports To: Harbormaster

PORT OF FRIDAY HARBOR

This position requires an individual with on-the-water and office experience, initiative, and strong interpersonal skills to assist the Harbormaster in managing the Port's facilities and accommodating its many customers. This includes but is not limited to the following:
Exceptional customer service skills are required to help customers, guests, and overall general public in varying situations. Always representing yourself and the Port in a professional manner.

Essential Duties: Assist the Harbormaster manage the marina facilities, safety policies, vessel operations, Pump-out boat duties, security, maintenance, administrative duties, cash handling operations, summer dock staff operational training and oversight.

1. Assist in maintaining and inspecting Port facilities. Help make sure vessels are maintained in a way that complies with Marina Rules & Regulations and Moorage and Live-aboard agreements and help enforce these rules. Report vessels of concern to the Harbormaster and marina operations team. Documents unsafe and hazardous conditions of the facilities reporting to maintenance department.
2. Performs rounds of all guest moorage areas as needed to ensure proper registration and maintain guest customer records.
3. Take reservations for guests, assign guest spaces, and help manage guest operations, participate in guest promotions and Port hosted events.
4. Operate the Pump-out service and participate in Port Security and Safety Programs.
5. Recommends policy and procedural changes to improve overall Marina efficiency and effectiveness.
6. Assists Harbormaster with moorage assignments, contracts, live aboard residents, past due accounts, collections, reservations, and rendezvous. Also help administrative personnel with special projects, tasks and back up other personnel as needed.
7. Attend to tenant and guest issues and complaints
8. Other duties as assigned

Qualifications:
Education and/ or Experience Preferred
High School diploma, GED or equivalent in work experience
Marina and/or vessel operations
Retail and cash register knowledge

Skills & Abilities:
Must have reasoning ability and common sense to resolve problems
Must be organized and efficient to handle multiple tasks at once efficiently
Must have the ability to provide team leadership and direction in the absence of the Harbormaster

Must be able to use computers, cash register, and ability to use several different software programs
Must be able to operate Port vessels
Must be able to operate small water pumps or learn
Must be able to operate jib crane, forklift, electrical utility vehicles or learn

Certifications & Licenses: (or be willing to obtain)
Valid Washington State Driver's License
USCG license or Washington State Boater's Card
Transportation Worker identification Credential (TWIC)
First Aid & CPR Training
Background check by San Juan County Sheriff's office
Hepatitis series vaccinations

Working Conditions:
This position works indoors and outdoors in a fast-paced setting with frequent interruptions. Outdoor work is performed in all weather conditions and may involve uneven, slippery, moving, or inclined surfaces at varying heights above cold, deep water. The employee may be exposed to hazardous materials, electrical equipment over water, fuel tanks, and unsanitary conditions. Outdoor duties require physical stamina, extended mobility, and the ability to carry up to 50 pounds. Indoor work is performed at computer workstations and may require long periods of sitting or standing. The employee must be able to hear telephones, radio communications, and customer interactions, and must be able to live on an island and travel for training.

Hours of Operation & Additional Job Functions:
Hours are 8-hours with seasonal swing shifts that include after-hours security. Work schedule will include weekends, some evenings, and holidays. Occasional callouts are required. The essential functions 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 relieve or cover absences, to equalize peak work periods, or otherwise balance the workload and meet the emergency and ongoing needs of the Port and the marina facilities.

***Required to wear personal floatation devices, personal protection equipment and comply with dress and appearance guidelines.**

Port Benefits Offered: (see current Port Policy for all detailed benefits)
Health, Life, Emergency medical flight & Disability Insurance
Retirement/Pension & Deferred Compensation Programs
Holiday, Vacation, Sick Time & PTO Program