

# PORT OF PORT TOWNSEND

## POSITION DESCRIPTION

Position Title: **Customer Service Representative II**

Department/Location: **Moorage Offices, Yard Office**

Reports to: **Business Manager**

### **Position Summary:**

The Customer Service Representative II at the Port Townsend provides customer service and operational support for moorage, yard, property and airport operations, serves at the Port's central phone contact, and helps coordinate moorage, fuel dock, boat yard, customer and other Port services and facilities, and performs duties such as front desk customer services and cashiering, dock and inventory walks, safety, electrical readings, moorage and yard agreements and billings, community resource and contact person.

### **Major Duties and Responsibilities**

Duties and responsibilities shown are intended to indicate the type of work performed and should not be understood as an exhaustive list of all tasks assigned to this position.

- A. Audits and reviews accounts
- B. Reviews, assigns, and schedules staffing
- C. Lead and direct daily tasks
- D. Provides training to other staff, tenants, and customers as needed
- E. Provides and updates reports
- F. Assigns customers to and transitions customers off wait lists
- G. Responsible for knowledge of all Port locations and facilities including marinas, properties, airport, boat yard, ship yard, ramps, RV park, piers and wharves
- H. Responsible for submitting incident reports
- I. Performs dock and inventory walks and safety inspections to include inventory of empty slips for transient assignment and preparation of permanent and transient slip/space records, and checking for necessary maintenance, for empty slips/spaces, and Port policy compliance and parking
- J. Performs counter sales, to include all aspects of moorage, RV, and yard activities.
- K. Performs Port central reception duties such as answering phones, making referrals, taking messages, and providing information on the marinas and yard and the Port in general.
- L. Performs billing and account maintenance duties such as calculating credits and monthly billing for moorage and yard, Quilcene, airport, and ramp parking, and provides information on rates and services.
- M. Collects moorage electrical system daily reads and prepares monthly billing inputs.

- N. Processes and files moorage agreements. Also keeps files updated with current registration and insurance requirements.
- O. Provides information on Port policies and helps resolves customer disputes.
- P. Promotes, sells, and markets Port through knowledge of Port services and facilities.
- Q. Assists with wait lists files, records, and information.
- R. Monitors and enforces moorage environmental and other regulations.
- S. Performs safety and emergency service duties and responsibilities.
- T. Performs customer service functions Boat Haven, Point Hudson, Quilcene, Airport, Union Wharf, City Dock, Boat Ramps, and/or the Boat Yard.
- U. Performs other duties as assigned.
- V. Staff fuel dock and fuel vessels as needed.

### **Minimum Qualifications**

To perform this job successfully, an individual must be able to perform all of the duties in an efficient and competent manner. The requirements and conditions listed are representative of the minimum levels.

1. Education: High school diploma or GED required. Courses in customer service a plus.
2. Computer skills: Proficient in MS Office suite of software especially MS Outlook, MS Excel, MS Word; proficient in Port marina management software
3. Knowledge/Experience: Five years progressively responsible office and operations or moorage related scheduling and customer experience or equivalent.
4. Washington State Driver's License

### **Knowledge, Skills, and Abilities**

Requirements outlined in this position description may be subject to modification to reasonably accommodate individuals with disabilities otherwise qualified for this position.

1. Skills and abilities in customer service and problem solving required
2. Working knowledge of moorage and marina related functions to include hands on involvement in a reservations or scheduling system.
3. Skills in standard office duties, i.e., PC, reception, customer service problem solving, records processing
4. Skills and abilities to communicate with the public, boaters, other persons.
5. Skills in sales and handling of public funds and accurate record keeping.
6. Must have working knowledge of computers: word processing, spreadsheets, etc.
7. Must have the ability to establish and maintain effective communications/working relationships with co-workers, management and staff, governmental representatives, customers, and with the general public, both orally and in writing.
8. Ability to prioritize, multi-task, coordinate, liaison, network, and work as a team or independently with minimal supervision.

### **Physical Requirements**

Physical demands reflect the position's responsibility for moorage and yard duties. Physical efforts require extended periods of walking, stooping, reaching, feeling, bending,

kneeling, climbing, grasping, handling and talking, both in person and over the phone. Requires general vision and hearing. Position may also require standing, crawling, swimming, sitting and the ability to push, pull, lift and carry up to 50 pounds.

### **Work Environment**

The work environment conditions are representative of those a marina customer service rep will encounter while performing the day-to-day functions of this job. The work environment includes duties in outdoor and storm conditions, with temperatures as low as 0 and as high as 100 degrees (Fahrenheit). Work environment includes frequent working on wet and slippery surfaces and may include duties performed at night in areas with little or no lighting.

*Equal Opportunity Employer – Americans with Disabilities Act*