

PORT OF PORT TOWNSEND

POSITION DESCRIPTION

Position Title: **Temporary Moorage Clerk**

Department/Location: **Moorage & Yard Offices**

Reports to: **Harbormaster**

Major Position Duties and Responsibilities

- A. Inventory and sales to include:
 - 1. Inventory of empty slips for transient purposes.
 - 2. Inventory and record of permanent and transient slip activity.
- B. Counter sales.
- C. Receptionist:
 - 1. Answering phones, directing to appropriate person and accurate message taking.
 - 2. Having knowledge of and answer questions about the Port.
- D. Billing and accounting maintenance:
 - 1. Calculating credits and monthly billing for moorage accounts.
 - 2. Having knowledge of rates for all Port facilities.
- E. Maintaining moorage electrical billing:
 - 1. Daily reading and monthly charges.
- F. Daily dock walk:
 - 1. Checking for safe conditions on docks.
 - 2. Checking for necessary maintenance of docks.
 - 3. Checking for empty slips.
 - 4. Checking for Port policy compliance.
- G. Customer service:
 - 1. Assist customers with catching lines and mooring vessels, berth assignments.
 - 2. Help customers with checking in, local attractions, billing and payment, transportation, events, and overall experience in Port Townsend.

Other Duties

- A. Proper handling and filing of moorage agreements and billing.
- B. Marketing of Port through good general knowledge of Port facilities.
- C. Communications with all Port Operations.
- D. Maintaining Port waiting list.
- E. Secretarial duties for the Operations Manager.
- F. Other duties as assigned.

Position Specifications

1. Contacts:

Has regular contact with the Harbormaster, and Moorage and Yard Staff, also with the Accounting Department and Port Customers. Occasional contact with all other department staff from yard and maintenance.

2. Education:

High School Diploma or GED, preferred.

Special courses in customer service and computer skills, or equivalent experience.

3. Knowledge/Experience:

Prior work experience in customer service oriented job is desirable.

Experience in normal clerical duties, i.e. typing, filing.

Experienced in communicating with the public, written and orally.

Experienced in sales and handling of public funds and accurate record keeping.

Must have working knowledge of computers; word processing, spread sheets, etc, and basic office equipment; phone, fax, copier, adding machine, etc.

Experience and working knowledge of Port's hoist, storage and moorage policies and procedures.

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.

Equal Opportunity Employer – Americans with Disabilities Act