



Job Description

Job Title:	Harbormaster	Date:	November 2019
Reports To:	Port Manager and Finance Director	Department:	Operations
Salary Range:	\$47,000-55,000 with full benefits, DOE	FLSA:	Exempt
Manages:	Ilwaco and Chinook Marina Operations	Category/Hours:	Regular/Full-Time

JOB SUMMARY:

The Harbormaster is primarily responsible for the successful operation of the Port of Chinook and Port of Ilwaco marinas. This position provides leadership and direction to Marina office, outside operations, and other staff in the highly dynamic, fast-paced environment at both marinas. This position ensures implementation and compliance with Port policies, procedures, and established rules and regulations. The Harbormaster interacts with a diverse group of external and internal contacts, requiring excellent customer service skills. This position maintains a schedule which may incorporate weekends and holidays to ensure the best possible customer service is provided.

LEVEL OF AUTHORITY:

Plans and performs a wide variety of duties requiring independent action working toward general results, to meet different conditions, making decisions based on precedents and Port policy. Ensures that applicable Port policies, City ordinances, governing laws and generally accepted procedures and practices are followed.

ESSENTIAL FUNCTIONS:

- Plan, direct, coordinate, and execute safe and efficient, day-to-day Marina operations including marina related staff, Trailer Boat Launch and Fuel Dock.
- Ensure Marina Rules and Regulations and procedures are current, posted, and comply with all laws and industry regulations.
- Provide outstanding, friendly customer service to all Port patrons.
- In coordination with the Port Manager and Finance Director, develop short and long-term goals consistent with the policies adopted by the Port Commission to guide the Marina.
- Collect, analyze, and report Performance Indicator data to recommend competitive pricing structures, services, and rates.
- Develop and implement the annual Marina operations budget, in coordination with the Port Manager and Finance Director.
- Develop, implement, maintain, and audit standard operating procedures for every facet of Marina operations to ensure proper controls are in place and all Marina revenue is captured.
- Oversee operations of the Marinas, Fuel Dock, Boat Launch and other ancillary Marina operations.
- Coordinate repairs, alterations, and improvements with the Port Manager and Finance Director to ensure ongoing facility operations.
- Responsible for all berth assignments and slip classifications, ensuring accurate and current information regarding the status of each slip and vessel to be in compliance with Marina Rules and Regulations.
- Operate equipment, tools, vehicles and boats required for Marina operations.
- Develop and motivate the Marina team to high levels of productivity and morale through guidance, mentoring, and leadership while adhering to and administering Port policies.
- Establish and communicate clearly defined objectives and goals for direct reports, culminating in at least one performance review annually.
- Direct and supervise the marina administrative staff as assigned, ensuring the successful internal operations of the Marina including; professional and courteous customer service, complete utilization and accuracy of the Marina's management software system, proper training and supervision of all office staff and timely and

- accurate billing and collection of all Marina revenues.
- Direct and supervise port staff assigned to operation of the marinas, ensuring the successful outside operations of each Marina including professional and courteous customer service and the safe and efficient operation of all Marina facilities.
- When assigned, attend Commission meetings, answer questions from public and Commission; prepare and present reports, as may be requested by the Port Manager or Finance Director
- Must be able to work nights, weekends and holidays.

OTHER JOB DUTIES:

Perform other duties, responsibilities, and special projects as assigned. Familiarity with marina maintenance dredging, construction, public works and project management is desired.

WORKING CONDITIONS:

Work is performed indoors and outdoors in a fast-paced setting at the Ilwaco and Chinook facilities in all weather conditions and requires physical efforts needed for lifting, operation of equipment and tools, walking, sitting, swimming and computer operations. The position of Harbormaster requires both administrative (indoor computer/office) skills in addition to operational skills (outdoor - mechanical, basic plumbing and electrical proficiency, operating tools and equipment, understanding marina related infrastructure, and general working knowledge of marine vessels and activities). The position of Harbormaster works primarily during the day as scheduled, often in inclement weather, with the usual hazards associated with Marina sites including frequently working on wet and slippery surfaces. May be exposed to toxic or unpleasant gasses and liquids, heights, dust, loud noise, chemicals, and unsanitary or slippery conditions. During the day, there will be frequent interruptions from customers, phone calls, Port staff, company representatives and citizens. The position involves maintaining public restrooms and related facilities. While performing the duties of this job, the employee may be required to travel to attend meetings and conferences via auto, boat, train or air. The position will primarily be based at the Port of Chinook marina and will also include time at the Port of Ilwaco (7 miles away).

KNOWLEDGE, SKILLS, ABILITIES, & OTHER CHARACTERISTICS:

1. Six years' experience in Marina related management/operations desired. Applicants with a combination of education and experience that provides the required knowledge, skills and abilities will be considered.
2. High School diploma or GED required.
3. Supervisory experience desired.
4. Should have thorough knowledge of: business principles and practices, recreational boating, harbor, maritime, and commercial fishing industry. A basic knowledge of facilities management principles and practices is also helpful.
5. Must possess excellent customer service skills and the ability to act as an ambassador to the community.
6. Should have experience with, or aptitude to learn, marine fueling operations and regulatory compliance.
7. Must be able to manage and lead a diverse work team toward the accomplishment of common goals in a highly collaborative, yet fast paced and stressful environment.
8. Work efficiently and effectively in a highly dynamic, boisterous, and demanding environment.
9. Must work collaboratively with all other Port departments and Port staff.
10. Highly motivated and able to work independently, yet remain a productive member of a team.
11. Must have initiative and analytical ability to resolve problems.
12. Organized, efficient, and capable of implementing multiple tasks simultaneously.
13. Must use discretion in dealing with proprietary and other confidential matters.
14. Familiar with applicable laws, codes and permit requirements, or the aptitude to learn them, that govern the Marina industry.
15. Proficient use of computer programs including Microsoft products (Word, Excel, & Outlook).
16. Experience or aptitude to operate equipment pertinent to job duties.
17. Must have or be able to obtain and maintain a valid WA State driver's license.
18. Must be able to work weekends and holidays during peak seasons.

PHYSICAL REQUIREMENTS:

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

1. Ability and stamina to stand, respond quickly, and walk 5 miles a day for 4 hours at a time.
2. Ability to navigate uneven, slippery, or wet surfaces often over or near water.
3. Ability to traverse rough terrain, work on or over water, and work at heights.
4. Ability to climb stairs and ladders.
5. Ability to stand, work, and drive throughout the day.
6. Ability to hear, speak, and understand the spoken English word.
7. Ability to read and understand directions in English.
8. Ability to see and adjust focus at close distances, far distances, and in varying light conditions, as well as perceive depth and color.
9. Ability to sit at and use a computer workstation.
10. Ability and dexterity to operate a computer keyboard and a numeric keypad by touch.
11. Ability to carry out repetitive motion with wrists, and hands, and fingers.
12. Ability to lift or carry up to 50 pounds.
13. Ability to crouch, kneel, twist, stoop, reach, bend, pivot, climb, and/or work in tight or confined areas.
14. Ability and dexterity to push and pull with upper arms, forearms, and hands.
15. Ability to hear alarms and audibly identify dangers or hazards.

OTHER:

1. If you are offered employment it will be contingent upon completion of a satisfactory background check and submitting/obtaining a clean driving record.
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 Ilwaco 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. The Port will make every effort to make accommodations, however, please be aware that fiscal limitations may preclude some requests for accommodation being granted. 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

Signature

Date